

CLAIMS

What is claimed is:

We claim:

1. A system for managing assets in a co-location facilities environment, the system comprising:
 - a central relational database containing information associated with assets of a service provider, wherein the assets are associated with one or more geographically distinct co-location facilities,
 - wherein a permissions model is configured to enable at least one user from a customer to be designated as having authority to grant permissions to access the assets, the permissions granted to other users of the same customer,
 - wherein an asset hierarchical model is configured to enable grouping of the assets in one or more asset groups, and a user group model is configured to enable grouping of the users of the customer in one or more user groups and according to the geographically distinct co-location facilities, the user groups and the asset groups managed independently of one another,
 - wherein a first user is enabled to login using a first login identification (ID) to access a first asset in a first asset group according to a first logical customer organization, and

wherein the first user is enabled to login using a same first login ID to access a second asset in the first asset group according to the first logical customer organization.

2. The system of claim 1, wherein the first user is enabled to login using a second login ID to access one or more assets in a second asset group according to a second logical customer organization.

3. The system of claim 1, wherein the one or more asset groups are associated with one or more co-location facilities, and wherein permissions granted to an asset at a first level of the hierarchy model includes permissions granted to other assets at levels lower than the first level in the hierarchy model, and wherein the other assets at the levels lower than the first level in the hierarchy model is limitable to less than a total number of assets included in the levels lower than the first level.

4. The system of claim 1, wherein the assets are provided by a service provider, wherein the service provider is associated with the customer based on one or more agreements to enable the customer to access the assets, and wherein the at least one user from the customer to be designated as having the authority to grant permissions to the assets is an administrator responsible for managing the assets at an asset level, and wherein that designated user is authorized to administer over one of a

single asset group, all of the asset groups, and some subsets of all of the asset groups.

5. The system of claim 4, wherein the agreements are grouped into one or more agreement groups, wherein each agreement group is associated with a logical customer organization, and wherein each logical customer organization is associated with at least one an asset group and at least one a user group.

6. The system of claim 5, wherein the one or more agreement groups are formed based on one of a region, an organization, and a department, and wherein a first user is a member of at least one user group, and wherein an asset is a member of at least one asset group.

7. The system of claim 4, wherein the assets include logical and physical assets, and wherein a user interface is configured to display information associated with the first user according to permissions granted by the administrator to the first user, the user interface associated with a portal of the service provider.

8. The system of claim 7, wherein the user interface is presented to the first user based on the first user logging into the portal using a browser installed in a client computer system connected to an Internet in a client-server environment.

9. The system of claim 1, wherein the assets are associated with one or more data centers of the one or more geographically distinct co-location facilities, and wherein the designated user is further authorized to revoke permissions to access the assets.

10. A method for implementing unified user logins for a co-location facilities environment, the method comprising:

applying a permissions-based asset management model to manage assets associated with agreements between a customer and a service provider, wherein at least one user from the customer is designated as an asset administrator having authority to grant or restrict permissions to access assets in one or more geographically distinct co-location facilities, the permissions applied to other users of the same customer;

applying a logical customer organization model to enable grouping of one or more agreements between the customer and the service provider into at least a first logical customer organization and a second logical customer organization, the agreements enabling the users of the customer to access the assets of the service provider;

applying an asset hierarchical model to enable grouping of the assets into one or more asset groups, wherein an asset can be grouped into one or more asset groups, and wherein each of the asset groups is

assigned to one of the at least first logical customer organization and second logical customer organization;

enabling a first user to login using a first login identification (ID) to access a first asset in a first asset group assigned to the first logical customer organization, and

enabling the first user to login using a same first login ID to access a second asset in the first asset group assigned to the first logical customer organization.

11. The method of claim 10, further comprising enabling the first user to login using a second login ID to access one or more assets in a second asset group assigned to the second logical customer organization, and wherein the first user is able to login using the first login ID to access a third asset in a third asset group assigned to the first logical customer organization.

12. The method of claim 11, wherein information related to the assets, the users and the permissions is stored in a central relational database associated with the service provider, and wherein information related to the relationships among the users, the assets, and the permissions is established and stored in the central relational database.

13. The method of claim 11, wherein the administrator is responsible for managing the assets at an asset level and authorized to administer over a single asset group, all of the asset groups, or some subsets of all of the asset groups.

14. The method of claim 11, wherein the one or more asset groups are associated with one or more co-location facilities, and wherein permissions granted to an asset at a first level of the hierarchy model includes permissions granted to other assets at levels lower than the first level in the hierarchy model.

15. The method of claim 14, wherein the other assets at the levels lower than the first level in the hierarchy model is limitable to less than a total number of assets included in the levels lower than the first level.

16. The method of claim 11, wherein a first user is a member of at least one user group, and wherein an asset is a member of at least one asset group, wherein the agreements are grouped into one or more agreement groups, wherein each agreement group is associated with a logical customer organization, and wherein each logical customer organization is associated with at least one asset group and at least one user group.

17. The method of claim 11, wherein the assets include physical and logical assets associated with one or more data centers of the one or more geographically distinct co-location facilities, and wherein the user interface is presented to a first user based on the first user logging into the portal of the service provider using a browser installed in a client computer system connected to a network in a client-server environment.

18. A computer-readable media that stores instructions, which when executed by a machine, cause the machine to perform operations comprising:

configuring a central relational database to receive log in requests from two or more geographically distinct co-location facilities to enable two or more users from a same organization to log into both 1) the logical assets of, including Internet portals and other web pages hosted on one or more servers, and 2) the physical assets of the two or more geographically distinct co-location facilities with a single unified login identification (ID), where a data model in the database maintains each customer service contract in a table as a unique customer and relationally associates multiple customer service contracts from the same organization; a data set then groups the organization with multiple contracts into an operating customer entity with the assigned unified login ID, where a user interface presented from a first logic asset of the co-location facility is configured for the customer organization to group their operating entities in any way they

wish including region based groupings, entire organization groupings and departmental groupings.

19. The computer readable medium of claim 18, wherein information related to the users, the logical and physical assets, and the unified login ID is stored in the central relational database.

20. The computer readable medium of claim 18, wherein the users are grouped into one or more user groups, the logical assets are grouped into one or more asset groups, and wherein the assigned unified login ID can be used to access all assets belonging to an asset group.

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What is claimed is:

We claim:

1. A method for implementing unified user logins for a co-location facilities environment, the method comprising:

applying a permissions-based asset management model to manage assets associated with agreements between a customer and a service provider, wherein at least one user from the customer is designated as an asset administrator having authority to grant or restrict permissions to access assets in one or more geographically distinct colocation facilities, the permissions applied to other users of the same customer;

applying a logical customer organization model to enable grouping of one or more agreements between the customer and the service provider into at least a first logical customer organization and a second logical customer organization, the agreements enabling the users of the customer to access the assets of the service provider;

applying an asset hierarchical model to enable grouping of the assets into one or more asset groups, wherein an asset can be grouped into one or more asset groups, and wherein each of the asset groups is assigned to one of the at least first logical customer organization and second logical customer organization;

enabling a first user to login using a first login identification (ID) to access a first asset in a first asset group assigned to the first logical customer organization, and

enabling the first user to login using a same first login ID to access a second asset in the first asset group assigned to the first logical customer organization,

further comprising enabling the first user to login using a second login ID to access one or more assets in a second asset group assigned to the second logical customer organization, and wherein the first user is able to login using the first login ID to access a third asset in a third asset group assigned to the first logical customer organization,

wherein the administrator is responsible for managing the assets at an asset level and authorized to administer over a single asset group, all of the asset groups, or some subsets of all of the asset groups.