

Global Annual Data Center Survey 2025: Facility Outages and AI Integration

AUGUST 2025

SUMMARY

One in two respondents say the data center they work in or are most familiar with has had an outage in the past three years. Among this group, 28% reported the outage was significant, serious, or severe.

87% of organizations that have had a major outage believe it could have been prevented with better management/processes.

Only 11% of respondents say they had an outage that impacted their AI training and/or AI inference applications.

Among those that did, the top impacts were lost productivity, security issues, and customer SLA issues.

When asked what they consider top benefits of using AI in their data center operations, 89% said it was *increased facility efficiency*, half (51%) said *lower risk of human error*, and 48% said *increased staff productivity*.

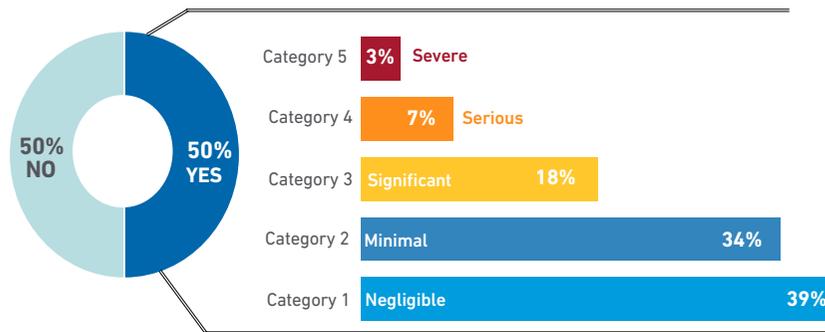
ABOUT THIS SURVEY

Global Data Center Survey 2025 was conducted between April 3, 2025 and May 22, 2025 and had a total of 1,677 data center industry respondents.

This report is based on the results from 835 data center owner/operator respondents.

Most impactful data center outage

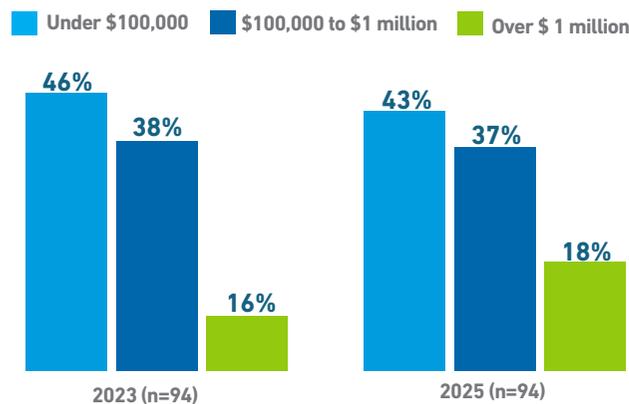
I. Has your organization had an impactful outage in the past three years? If so, how would you classify the most impactful outage on a scale of 1 (negligible) to 5 (severe)? (n=723)



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Cost of most impactful downtime incident

III. Please estimate the total cost of this downtime incident (from outage to full recovery), including direct, opportunity, and reputation costs using the following options.

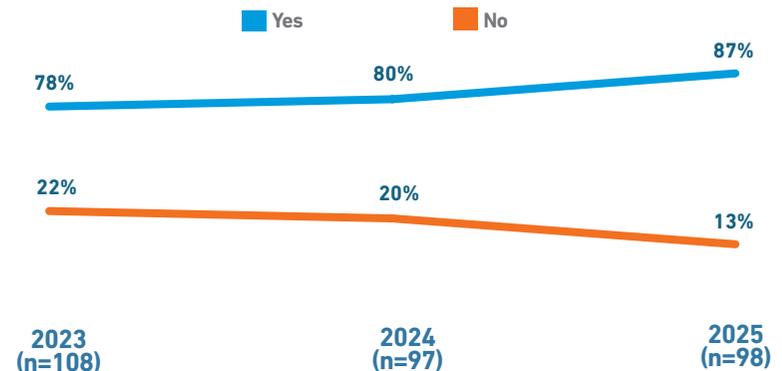


* Only asked of respondents who experienced a Category 3, 4, or 5 outage

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Was your most recent downtime incident preventable?

II. Would your data center's most recent impactful downtime incident (i.e., significant, serious, or severe) have been preventable with better management/processes?

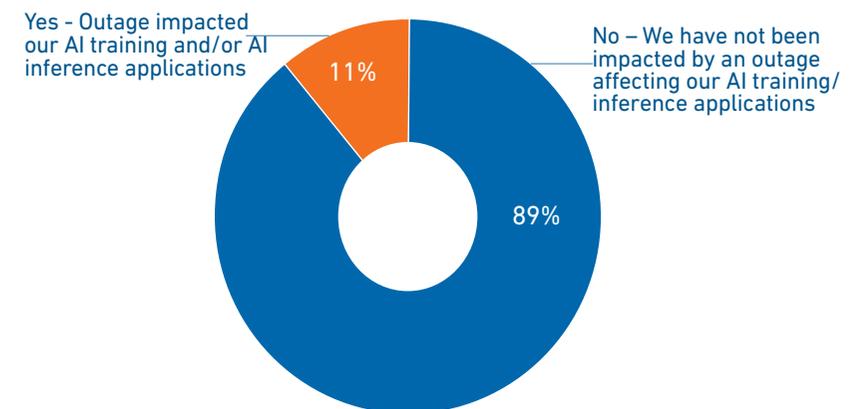


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Did an outage impact your AI applications?

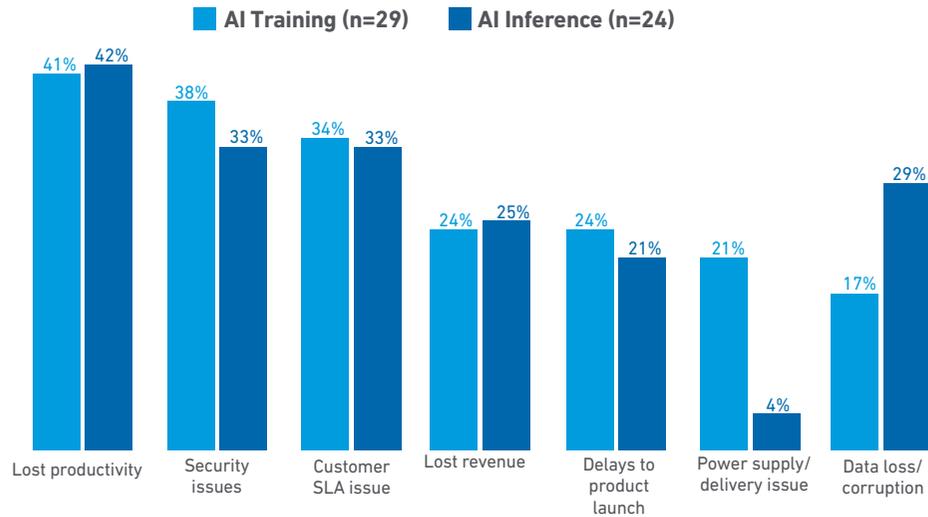
IV. Has your organization been impacted by an outage or incident that affected its AI training/inference applications? (n=339)



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Outage impact on AI applications

V. Which of the following best describes the impact (of the outage or incident) to your AI Training/AI Inference applications? Choose all that apply.



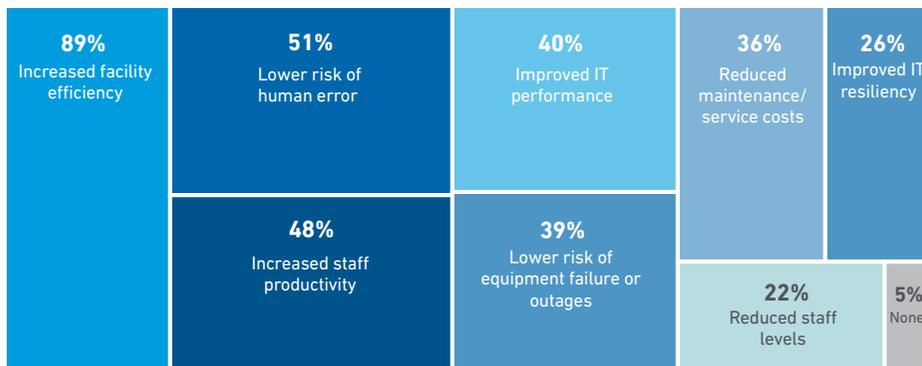
* Only asked of respondents who had an outage impact their AI applications

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Benefits of AI integration in data center operations

VII. Which of the following (if any) do you consider benefits of using AI in your data center operations? Choose all that apply. (n=633)

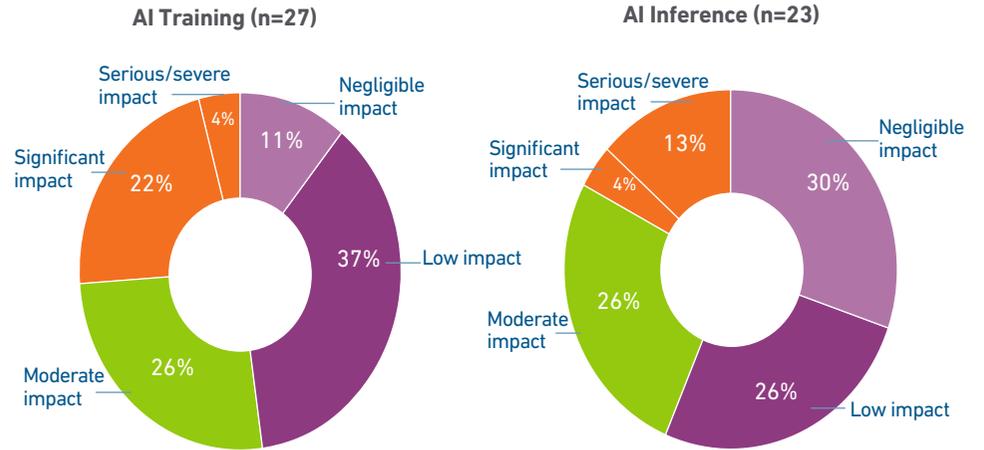


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Financial impact of AI application failure

VI. How would you categorize the financial impact of your organization's AI Training/AI Inference application(s) failing as a result of an outage/incident?



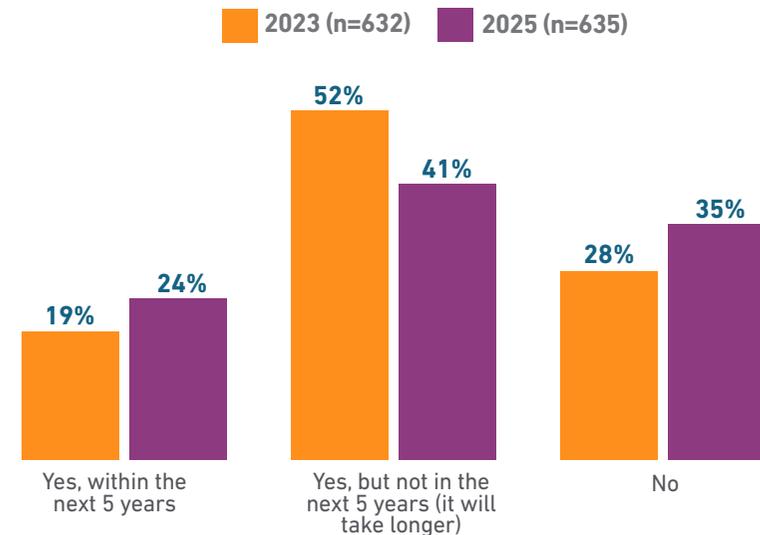
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Impact of AI on data center operations staffing levels

VIII. Do you believe artificial intelligence (AI) will reduce your data center operations staffing levels in the next 5 years?

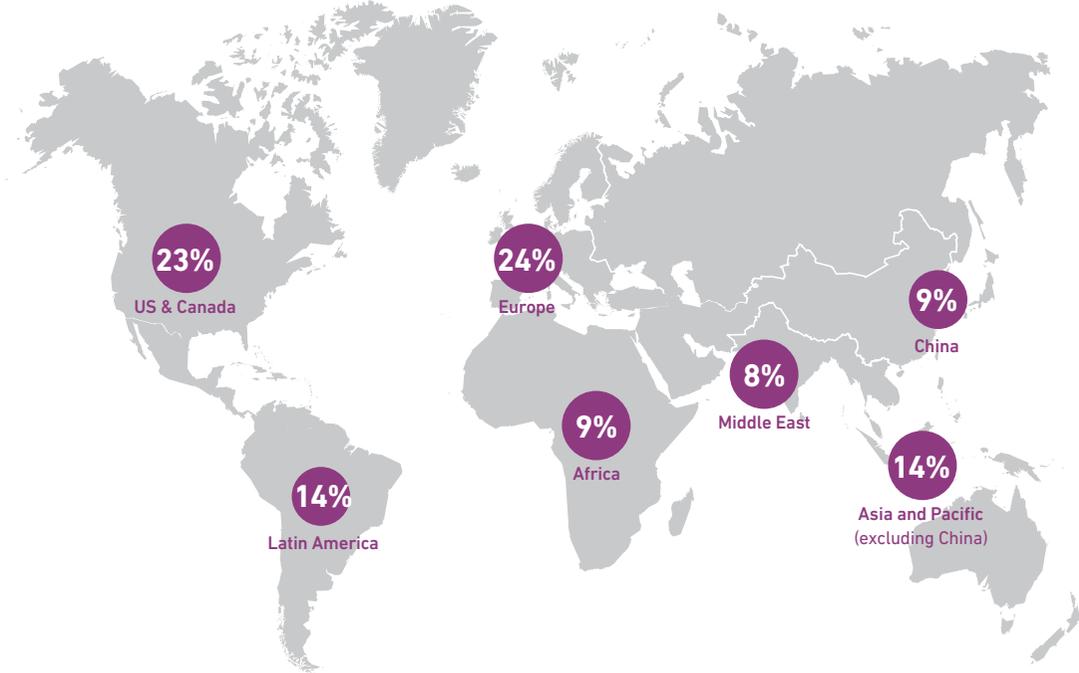


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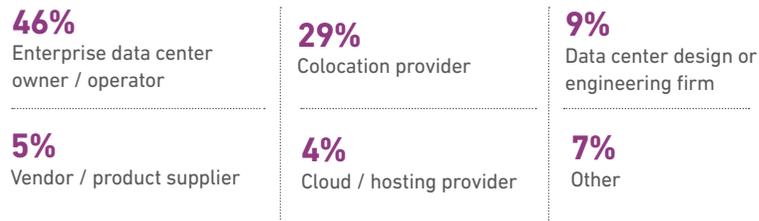


Owner/Operator Respondent Demographics

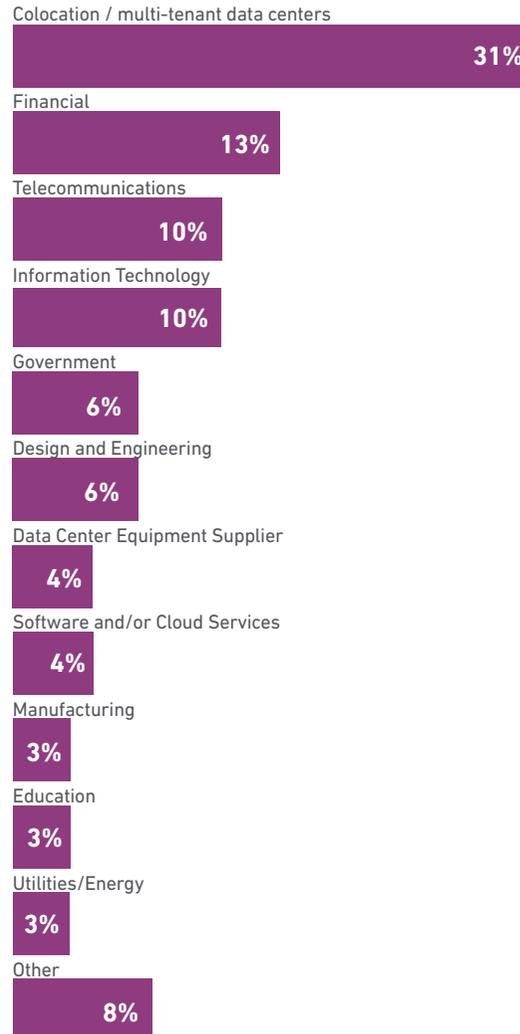
Respondents' location (n=834)



Digital infrastructure environment (n=835)



Verticals (n=583)



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About Uptime Institute

Uptime Institute is the Global Digital Infrastructure Authority. Its Tier Standard is the IT industry's most trusted and adopted global standard for the proper design, construction, and operation of data centers – the backbone of the digital economy.

For over 25 years, the company has served as the standard for data center reliability, sustainability, and efficiency, providing customers assurance that their digital infrastructure can perform at a level that is consistent with their business needs across a wide array of operating conditions.

With its data center Tier Standard & Certifications, Management & Operations reviews, broad range of related risk and performance assessments, and accredited educational curriculum completed by over 10,000 data center professionals, Uptime Institute has helped thousands of companies, in over 100 countries to optimize critical IT assets while managing costs, resources, and efficiency.

Uptime Institute is headquartered in New York, NY, with offices in Seattle, London, Sao Paulo, Dubai, Singapore, and Taipei. For more information, please visit www.uptimeinstitute.com

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