The Vendor Perspective: Survey Results on AI and on Data Center Outages

uptime® INSTITUTE

MAY 2026

SUMMARY

A February Uptime AI Infrastructure survey of data center vendors, service providers, and engineering firms found *infrastructure monitoring and real-time analytics* (54%) are the top AI functions currently being utilized by facilities.

Predictive maintenance (44%) was another operational function for which large numbers of operators are seen as making use of AI.

Cost savings (56%) and *energy efficiency metrics* (55%) were seen as the two most important metrics facility operators are using to gauge AI's impact on data center operations.

IT service outages were the subject of a March 2026 Uptime Survey, where *power* (25%) and *network/connectivity* (21%) were seen as the most common contributors to facility outages over the past three years.

In terms of human error, *staff execution* (30%) and *incorrect processes and procedures* (25%) are considered the most common cotributors to outages.

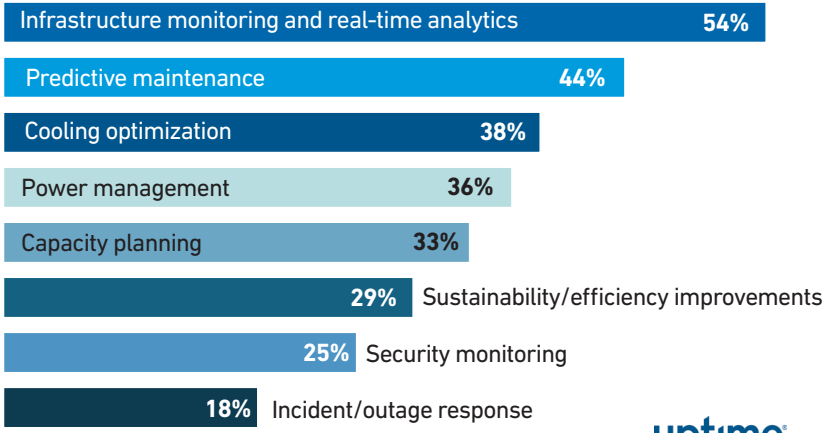
ABOUT THIS REPORT

This Vendor Perspective report is based on selected results from data center vendors, service providers, and engineering firms responding to two recent Uptime Institute surveys:

- 2026 AI Infrastructure Survey
- 2026 Data Center Resiliency Survey

How is AI currently being used in the data center?

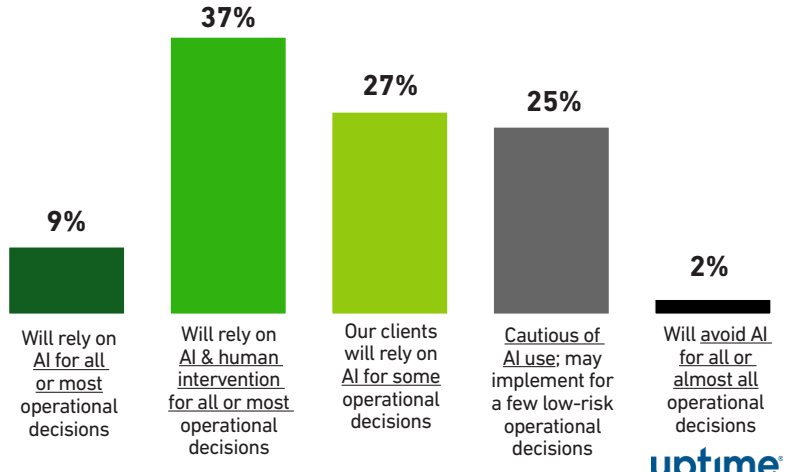
I. For which operational functions in the data center are your clients currently using AI? Choose all that apply. (n=335)



Uptime Institute 2026 AI Infrastructure Survey

Applications and systems supported by AI

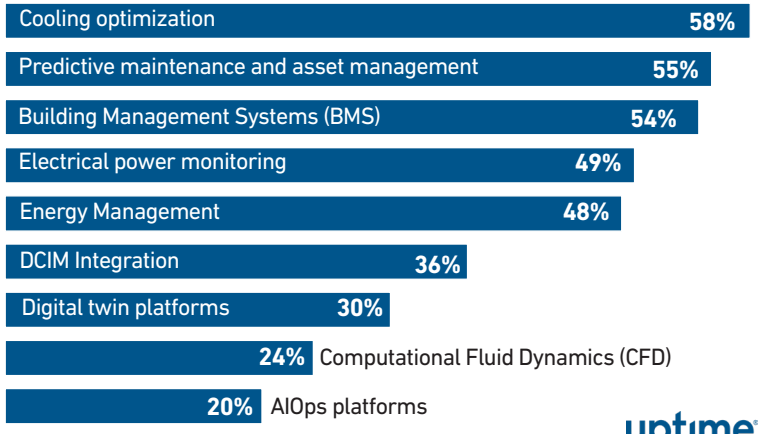
III. Looking ahead, which of the following best describes how you expect your clients will be utilizing AI in the data center a year from now? (n=341)



Uptime Institute 2026 AI Infrastructure Survey

AI implementation going forward

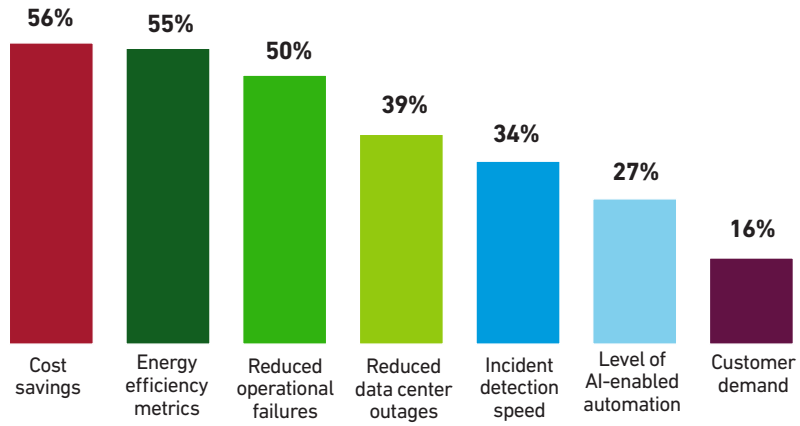
II. Which of your clients' data center applications and/or systems do you expect AI will support functionally over the next 12 months? Choose all that apply. (n=340)



Uptime Institute 2026 AI Infrastructure Survey

Metrics for gauging the impact of AI

IV. What metrics would you say are most important for gauging the impact of AI in your clients' data center operations? Choose no more than three. (n=340)

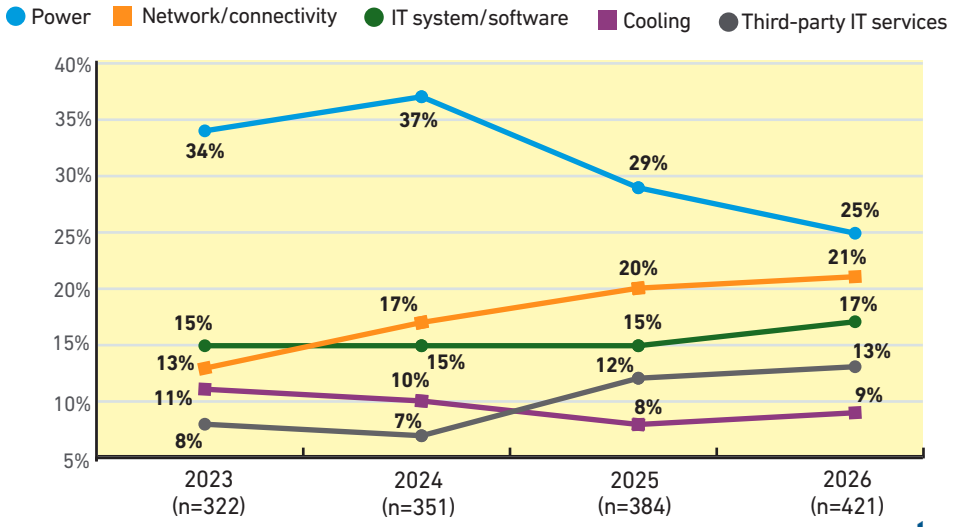


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IT service outages: Common contributors

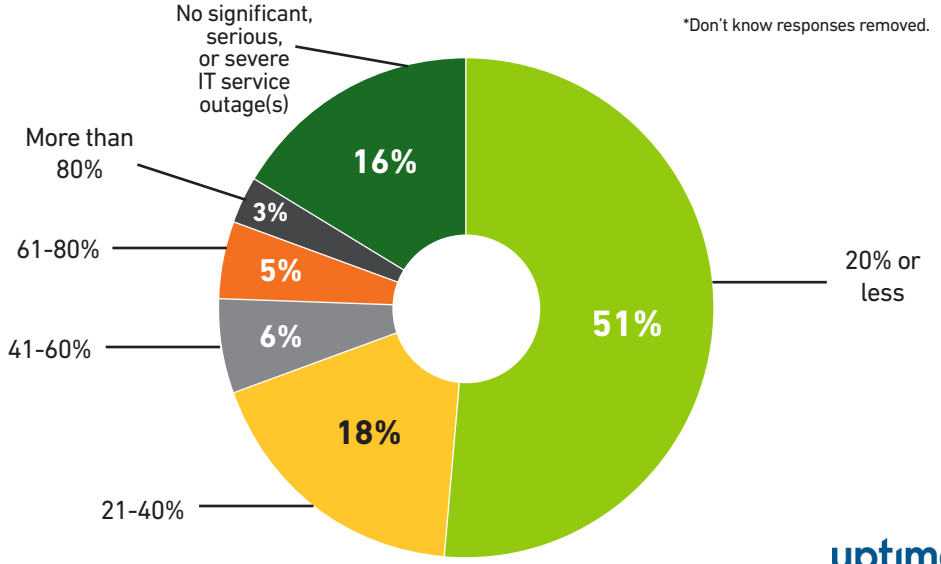
V. In your experience, which of the following issues has most commonly contributed to the IT service outages experienced by your customers over the past three years?



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% of customers experiencing impactful outages

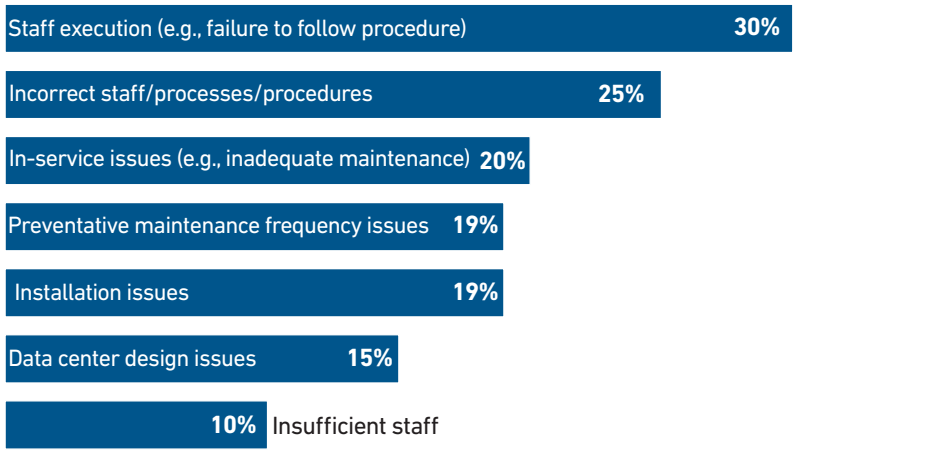
VI. Over the past three years, what percentage of your customers would you say have experienced a significant, serious, or severe IT service outages(s)? (n=323)*



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Outages and human error

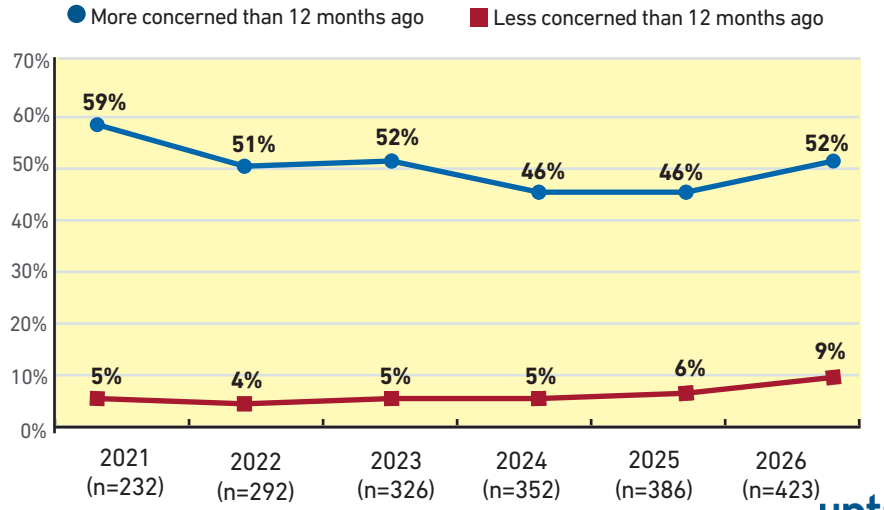
VII. Human error is often a contributor to IT service outages. From the following list, which of these human errors would you say most commonly contributed to the IT service outages experienced by your customers over the past three years? Choose no more than three. (n=426)



Uptime Institute 2026 Resiliency Survey

Data Center industry perspective on outages

VIII. How concerned would you say the data center industry is about IT service outages in comparison to 12 months ago? Would you say the industry is more concerned about IT service outages, or less concerned?

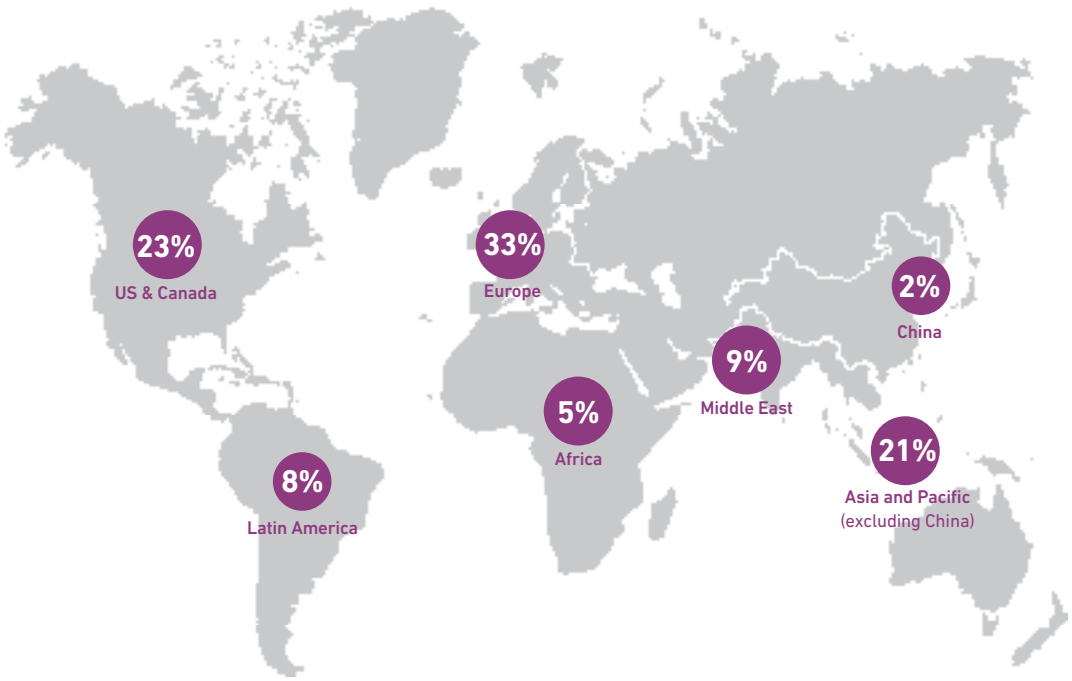


Uptime Institute 2026 Resiliency Survey

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Vendor Respondent Demographic Outline

Respondents' location (n=622)



Digital infrastructure environment (n=624)

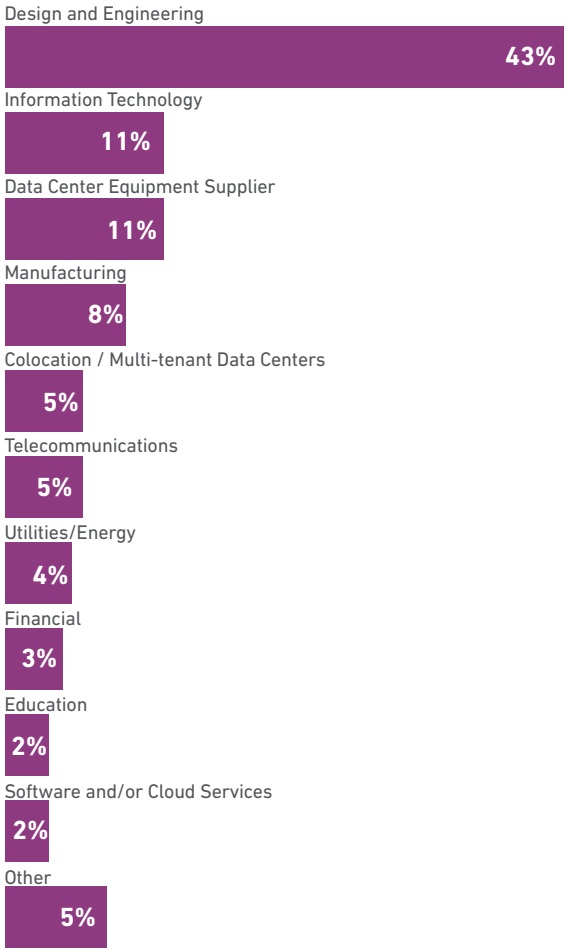
32% Data Center Design or Engineering Firm

30% Consultant / Advisory Firm

23% Vendor/Product Supplier

14% Other

Verticals (n=456)



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About Uptime Institute

Uptime Institute is the Global Digital Infrastructure Authority. With over 4,000 awards issued in over 122 countries around the globe, and over 1,100 currently active projects in 80+ countries, Uptime has helped tens of thousands of companies optimize critical IT assets while managing costs, resources, and efficiency.

For over 30 years, the company has established industry-leading benchmarks for data center performance, resilience, sustainability, and efficiency, which provide customers assurance that their digital infrastructure can perform across a wide array of operating conditions at a level consistent with their individual business needs.

Uptime's Tier Standard is the IT industry's most trusted and adopted global standard for the design, construction, and operation of data centers. Offerings include the organization's Tier Standard and Certifications, Management & Operations reviews and assessments including SCIRA-FSI financial sector risk assessment, the Sustainability Assessment, and a broad range of additional risk management, performance, availability, and related offerings.

Uptime Education training programs have been successfully completed by over 90,000 data center professionals, such as the much-valued ATD (Accredited Tier Designer) and AOS (Accredited Operations Specialist). The Uptime Education curriculum has been expanded by the acquisition of CNet Training Ltd. in 2023.

Uptime Institute is headquartered in New York, NY, with offices in London, São Paulo, Dubai, Riyadh, and Singapore, and full-time Uptime professionals based in over thirty-four countries around the world. For more information, visit uptimeinstitute.com.

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