A partnership that's paving the way to enterprise AI projects that work



Scott Wallace
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Scott Wallace is Head of Enterprise Architecture and Engineering at Digital Realty, where since 2018 he's been shaping the future of enterprise IT and AI infrastructure across PlatformDIGITAL®, the company's global data center platform. With over 25 years in the technology sector, Scott leads the teams that design decentralized IT architectures powering secure, high-performance, and globally connected enterprises.

He pioneered Digital Realty's enterprise IT framework—a step-by-step blueprint that ensures customer deployments are optimized for integrated workflows, seamless aggregation, and maximum ROI. In recent years, Scott has been at the forefront of AI infrastructure placement consulting—helping enterprises determine the optimal locations, connectivity strategies, and compliance frameworks to support high-density compute, low-latency AI workloads, and sovereign data requirements.

With deep expertise in cloud, network services, and AI-ready architectures, Scott bridges the gap between business vision and technical execution, delivering solutions for private, public, and hybrid cloud environments as well as complex global networks. His hallmark: translating ambitious customer outcomes into rock-solid Digital Realty solutions that scale.

As AI adoption booms, it's often not algorithms that pose the biggest challenges, but infrastructure and operationalization. Enter data center company Digital Realty and managed services provider ePlus, whose joint Enterprise AI Experience Center initiative provides enterprise clients with the smoothest paths toward scalable AI deployments.

Located inside the Digital Realty Innovation Lab (DRIL), the ePlus AI Experience Center lets organizations safely explore and evaluate a variety of AI infrastructure solutions with ease. Within the Center, organizations can walk through the automation, management, and monitoring of AI workflows — helping drive innovation and simplify AI infrastructure deployments without the operational complexity.

Here, Digital Realty's Scott Wallace and ePlus's Adam Stone unpack what it takes to realize enterprise AI projects, including how their organizations work together, reducing risk versus cost-cutting in infrastructure decisions, and energy-related issues that will shape the AI future.

What are some of the key problems companies face as they scale AI deployment?

Wallace: Businesses are having problems answering questions like, "How do I create security and governance around my AI deployments? How does AI fit into my infrastructure strategy?"

People are coming up with great ideas and some pretty cool apps. But an app by itself sits out there unprotected, with no governance around it. It hasn't necessarily gone through a normal development pipeline, and as such, hasn't gone through the normal cadence and governance required to make sure it's safe and secure. What happens if that gets out in the wild? The implementation and execution of that inside the normal IT framework is where things are starting to break down a little bit.

How does the Digital Realty and ePlus partnership work in practice?

Stone: As an integrator, ePlus tends to hear about large AI infrastructure deals early. We're in the room helping the customer decide what components of a build will meet their requirements. From there, we can then, very quickly, work out their power, space, and cooling needs. We typically do quite a few educational sessions, so our customers really understand the complexities of facilities readiness. If we are doing our jobs right, we bring in our facilities partners as early in the sales cycle as possible. Digital Realty can sometimes be asked, "You have power for this, right? And liquid cooling readily available?" very late in the sales cycle.

In the field, we have seen graphics processing unit (GPU) equipment being purchased before a final location has even been considered. This gap is where our partnership makes sense. By working together, we can have the right people in the right room as early as we can in the engagement. This partnership is what makes sure nothing falls through the cracks and that something with a long lead time isn't missed. At the end of the day, if you can't turn equipment on, all the hard work you put into the AI infrastructure design is a waste.



Adam Stone
Field Chief Technology Officer - Field Technology Office, ePlus Technology

Adam is a Field CTO for ePlus Technology based out of Northern Virginia. Adam is a member of the ePlus Field Technology Office and is one of the Leaders of our AI Technical Leadership Council. He works with enterprise, public sector, and higher education customers on AI infrastructure, data center modernization, cloud, and networking. He works with the ePlus team that runs our AI Experience Center inside the Digital Realty Innovation Lab in Northern Virginia, giving customers a hands-on environment to test GPU infrastructure before making commitments. Adam holds a Bachelor of Science degree in Computer Engineering from the George Washington University.

Wallace: The data center step is typically one of the last steps in AI infrastructure deployment. By the time I meet with ePlus, I've got a design configuration, I've got software development, I've been consulted on what weights to use and what models to use and what compression to use and how many baseline weights are going to be running per active instance — all the consultation that goes into an AI project.

Then ePlus fits them together. ePlus says, "Yeah, we've got you. This is the equipment you need. This is when you need to deploy." We've exposed our inventory capability and roadmap to ePlus for a few years, so when they're assessing designs, they can say, "Here's where you're going to be able to land physically in a data center," or "Here's where you're going to need to go rent GPUs or AI acceleration."

What can customers expect from working with your organizations?

Stone: An emphasis on mitigating risk. I see Scott's team and my team as professional "deriskers." I remember having a conversation recently with a customer who said, "Why would I buy this for $10 million when I can get it for seven?" I'm thinking, "Well, do you want to spend 10 or do you want to waste seven?" Because one of these options is just not going to work.

Clients will find that there are four reasons to work together: to make something better, faster, cheaper, or less risky. It all boils down to one of those things.

Wallace: They can expect a no-frills, no-sales-pitch engineering and architecture conversation, which they'll walk away from with an understanding of the technology and the roadmap. They're two-thirds of the way there to scoping a project for an AI strategy.

We're also focused on your performance targets and how they align with your mission, vision, and strategy, as well as with whatever technical and cost constraints exist. We've had customers come to us and say, "This is great, but I'm not sure I can afford it." So, we outline the cost and risk factors: the risk of not doing anything, and the risk associated with year one, year two, and year three. We show you your total cost of ownership involved with every single thing that you do down to the token level, so you don't run into any surprises. You know exactly what the project's going to be, what it's going to look like, and how, when, and where you can deploy.

What can we expect from data centers and AI infrastructure in 3-5 years?

Wallace: Sustainable energy and alternative energy will be critical. We're seeing behind-the-meter power generation, whether that's natural gas plants or bilinear solar or nuclear for that matter — small modular reactors are gaining traction. The companies that will win are the ones that answer the alternative energy problem.

You're also going to see far more stringent requirements on AI applications — on what they do, how they work, why they're good for a university, an R&D center, or a business. An application better have a path to bottom line capture. Kilowatts and molecules of water are at a premium, and you just can't waste time doing stuff that you think might work.

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