

TELEHOUSE NEW SERVICES

New demands

New Solutions

The IT industry changes at a phenomenal rate, resulting in technological roadmaps being constantly rewritten. IT managers are often faced with the dilemma concerning the level of innovation and quality that their partners are working towards. So how can you be sure your company is operating at the leading edge of internet technology? No service provider can demonstrate a greater commitment to enhancing internet usage technology than Telehouse Europe. Our mission is to constantly improve the products and services we offer with the simple aim of building our international reputation as a leader in providing internet services by delivering intelligent solutions that help build our customers' success.

As part of this on-going drive for excellence, Telehouse Europe are able to announce further improvements and developments in our Server Socket, Systems Observer and Global Interlink services. These enhancements offer our customers increased capacity, greater flexibility and much improved security, while introducing important new innovations.

If your business relies on the internet, you can depend on Telehouse Europe to keep you one step ahead.

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Systems Observer

A powerful, web-based, managed device monitoring service, requiring no proprietary software installation with Email and SMS alerts included as standard.

Systems Observer offers Telehouse Europe customers the ability to pro-actively monitor not only device response time and packet loss, but a raft of other useful statistics such as CPU and memory usage, interface and volume utilisation and application availability. Its powerful alerting system, lets you choose what you wish to be notified about, and how you wish to know (Email and/or SMS).

Server Socket

A straight-forward internet connection for SMEs, providing 11 public IPs and a multi-homed network as standard.

This fast, flexible and failsafe route to the internet with 'burst to port' capability provides Internet-optimised conditions for server hosting, including a multi-homing network and server load balancing. Our standard services also includes a 11 public IP addresss, Ethernet cables (duty and spare), 24x7 Network Monitoring and access to a web-based traffic monitoring system (powered by Telehouse Systems Observer indicating real time and historical usage.

Global Interlink

This is a transparent ethernet connection for use between equipment in different Telehouse locations.

For customers who want to make the most of the full range of carrier connectivity at Telehouse, our Global Interlink Service provides secure, reliable and resilient inter-connectivity options between our colocation facilities. This service is available in London, Paris, New York and Los Angeles. Global Interlink customers now also receive access to a web-based traffic monitoring system (powered by Telehouse Systems Observer) indicating real-time and historical usage.

Talk to an experienced Consultant

To find out how to take full advantage of these new and enhanced services, or discuss how they can be focussed to deliver real improvements to your business operation, please talk to one of our consultants. Their knowledge is unrivalled, as is their experience in applying their expertise to specific customer needs.

Please call **+44 (0)20 7512 0550** or contact us at **DocklandsSales@uk.telehouse.net**

Systems Observer

A Fully Managed Equipment Monitoring Service

Telehouse Systems Observer is a powerful device monitoring solution, which monitors not only the availability and packet loss to your equipment but statistics such as CPU & memory usage, interface & volume utilisation, and application availability.

It requires no proprietary software installation and is entirely web-based. Systems Observer collects statistics and provides graphical reports detailing current and historical data. You can choose what you'd like to be informed on, along with how and when you'd like to be informed, all via Email and/or SMS. If you're looking for a cost-effective, flexible, reliable and easy-to-use monitoring system - Systems Observer is for you.

Service description

Service type

- Shared or Hosted platform
- Monitoring of any device that supports Ping and/or SNMP
- Web-based access to all information

Tariff structure

The monthly charge is calculated based upon the number of devices being monitored as well as what parts of the device are being monitored. Whichever "element" is higher, dictates the applicable package. Unlimited SMS messages are included, subject to a fair usage policy.

Standard

- Web-based monitoring system
- 1 x User Account
- Monitoring types:
 - Availability (via ICMP Ping)
 - CPU & Memory (via SNMP)
 - Interface (via SNMP)
 - Volume/Partition (via SNMP)
 - Application (via WMI/SNMP)
- Customizable alerts – decide what you wish to be alerted about, and choose from Email and/or SMS notifications.
- Unlimited Email Notifications and SMS Messages included*
- Data Retained for up to 5 years
- 2 x Ethernet cables (Main and Standby) where required, can be used in conjunction with Global Interlink or ServerSocket if applicable.
- 24/7 Helpdesk Support

Options

- Additional user accounts
- Live Network Maps (individually designed)
- Network security equipment
- Purchase of Telehouse colocation space (Please contact Telehouse Sales for details.)

* subject to fair usage policy.

If you're looking for a cost-effective, flexible, reliable and easy-to-use monitoring system - Systems Observer is for you.



Typical network summary page
(with optional Network Map)



Typical server details page





Service details

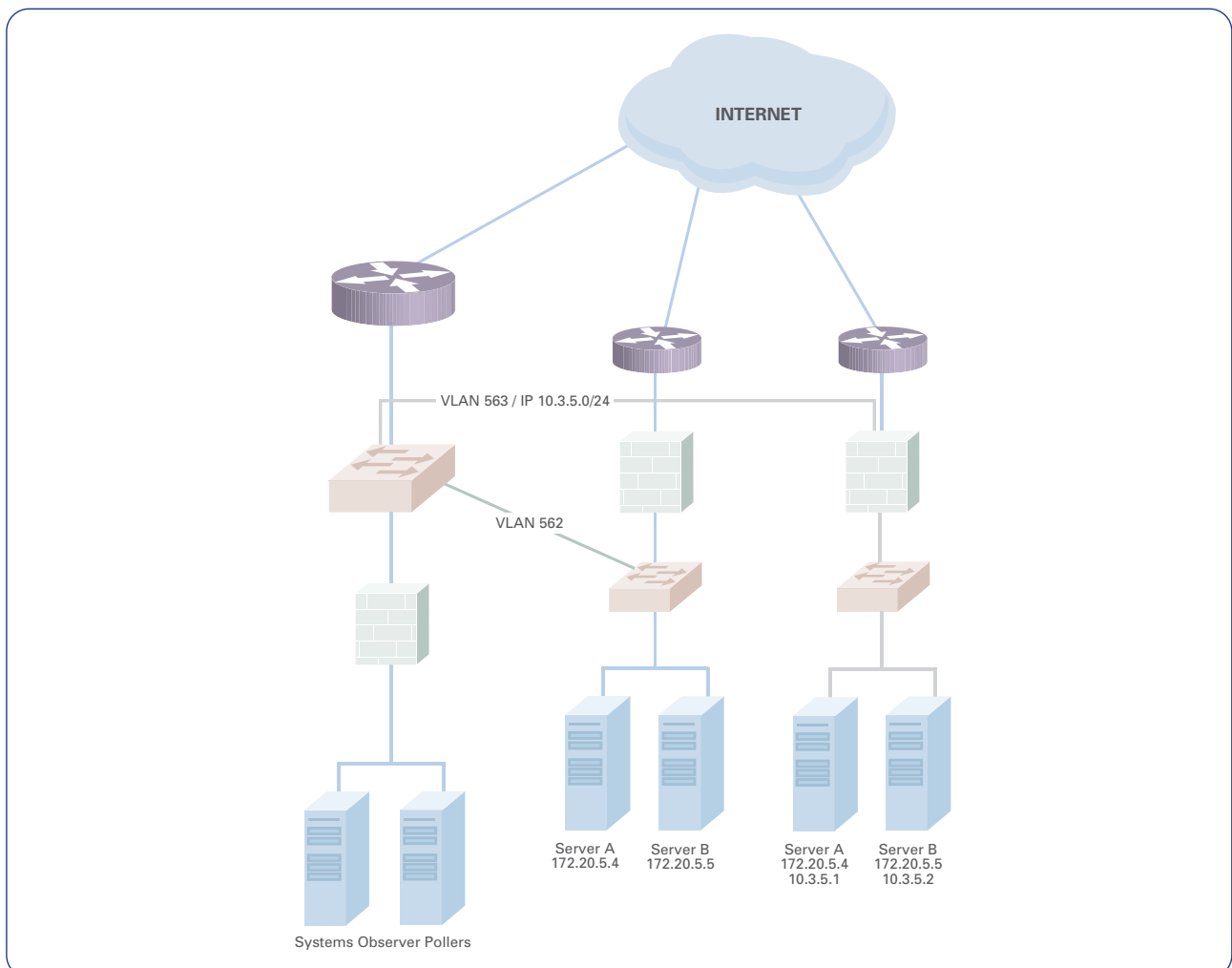
How does it work?

Systems Observer works by polling (connecting to) every device being monitored for two types of information: Availability/Packet loss and Statistics. Availability and Packet Loss is gathered using a recurring PING sent to each device every 2 minutes. Statistics are gathered every 5 minutes from SNMP agents installed in the Operating Systems of the devices being monitored.

These agents come pre-installed on most networking devices and many computer Operating Systems (Windows, Mac OS X and Linux included). Systems Observer contacts the agents on these devices and pulls back the statistics generated, into its database – you can then use the web interface to view these statistics, and compare them to historical records.

In order for Systems Observer to gather this information, we need to connect to the devices. This can either be done with an existing service (ServerSocket or Global Interlink) if you already use this, and it connects into the applicable part of your network. Otherwise we can lay two new Ethernet cables (main and standby) where you require them.

The ideal way for this connection to happen is for us to connect to your core switch. We will then assume an IP address within your network (which you should provide) so that you are sure the connections are coming from our system. If you use IP addresses on your network that are also in use by other customers, we can get around this by using IP Mapping between your firewall and ours – so that all requests are proxied via a set of impartial IP addresses, this is our alternative connection method, and may require additional hardware/configuration.



Systems Observer

A Fully Managed Equipment Monitoring Service

Why would I want this information?

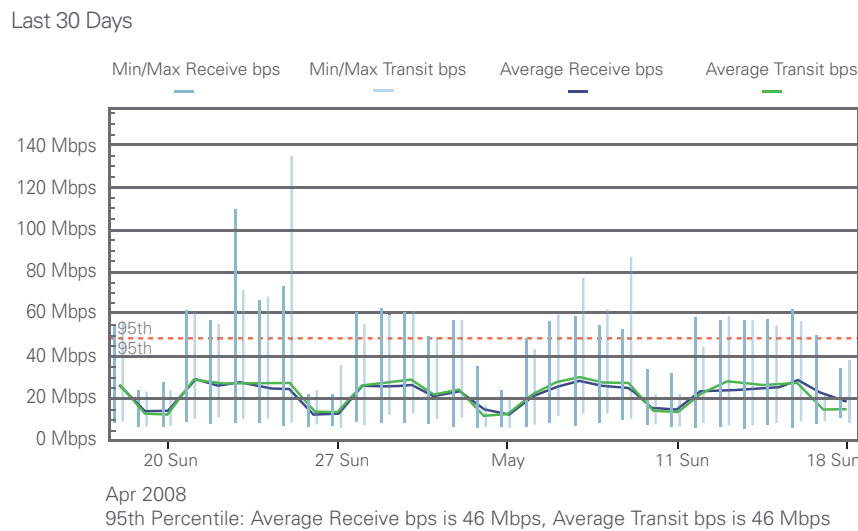
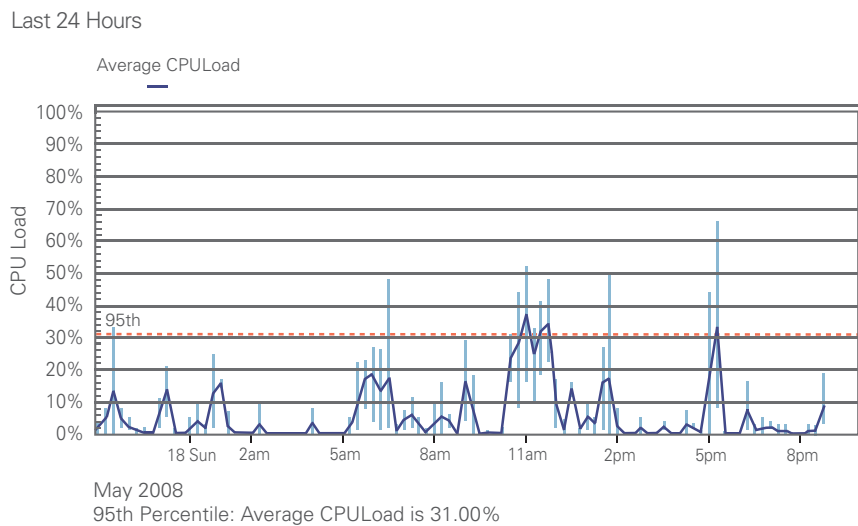
Systems Observer uses the information gathered to generate reports and graphs that show you the current status of all your devices, as well as historical information for trending and capacity planning. With this information you can accurately plan for future events or to see what events (if any) led to a problem.

How long is the data maintained for?

Telehouse understands that many of our customers have stringent compliance policies and as such, Systems Observer is intended to comply too. All monitoring data (statistics and event logs) are maintained for up to 5 years. The system automatically summarises statistics every night so that:

- Minute-by-minute detailed statistics are available for 90 days.
- Hourly statistics are available for 180 days.
- Daily statistics and event logs are available for up to 5 years.

CPU Usage and Interface Traffic over 30 Days



This transparency allows you to lower costs by ensuring that all devices are being used efficiently, and to confirm that you get what you're paying for.



How easy is it to use?

No other monitoring software packages come close to Systems Observer for ease-of-use or intuitiveness. Within seconds of logging in, gathered statistics will be available for you to use. Just about everything you see is clickable, wherever you click, it will take you to more detailed information about what you've clicked on.

What can I monitor?

As long as your device responds to ICMP Ping's – you can monitor it. If you want to gather statistics like CPU & Memory Usage, Interface or Volume Usage – then your device also needs to support SNMP. Each monitoring type requires a specific part of SNMP, however Systems Observer supports thousands of vendors and operating systems including Cisco, Foundry, Extreme, Motorola, ARRIS, Linux, Solaris, Mac OSX, HP-UX, AIX, Windows 2000, Windows 2003, and Windows XP devices.

Which alerts can I set?

The advanced alerting in Systems Observer allows notifications to be sent for just about any piece of information the system gathers. So not only can you receive an SMS message when your server fails, but when the IOS version on your Cisco switch gets changed – you can also be notified straight away. We'll give you some template alerts to start with, but if there's something specific you want to be alerted on – please ask Telehouse Sales who will be able to handle your request.

How reliable is Systems Observer?

Telehouse's customers expect nothing but total reliability, and our Systems Observer service has been designed to meet those expectations. The system is built on SNMP, a time proven protocol that has been in-use since 1988. The infrastructure itself is built for reliability too - should our Docklands North poller fail, standby pollers in Docklands East and Metro are waiting to assume monitoring duties. The Systems Observer database is mirrored to Docklands East as well, ready to be used if the



Docklands North database were to fail. The underlying technology behind Systems Observer comes from SolarWinds – who specialise in Network Monitoring and are market leaders in this field.

How secure is Systems Observer?

We understand that monitoring your devices might pose a risk to your network – that's why we have taken significant steps to ensure the security of our system. All connections into our monitoring system are controlled by a pair of firewalls. The firewalls only permit outgoing connections over ICMP and SNMP to your network, which are then protected within a VLAN.

ServerSocket

'Plug and Go' IP Transit Service for SME's



Telehouse ServerSocket is an enhanced Internet connection service providing a wide range of Internet uses. Features include direct connection to Tier 1 Internet carriers, BGP based multi-homing network, and many other benefits

from Europe's most established colocation provider. If you seek a solution offering a fast, flexible and failsafe route to your service, ServerSocket is for you.

Service description

Service type

- Committed Data Rate based Burstable Service
- 10 Mbps port or 100 Mbps port

Tariff structure

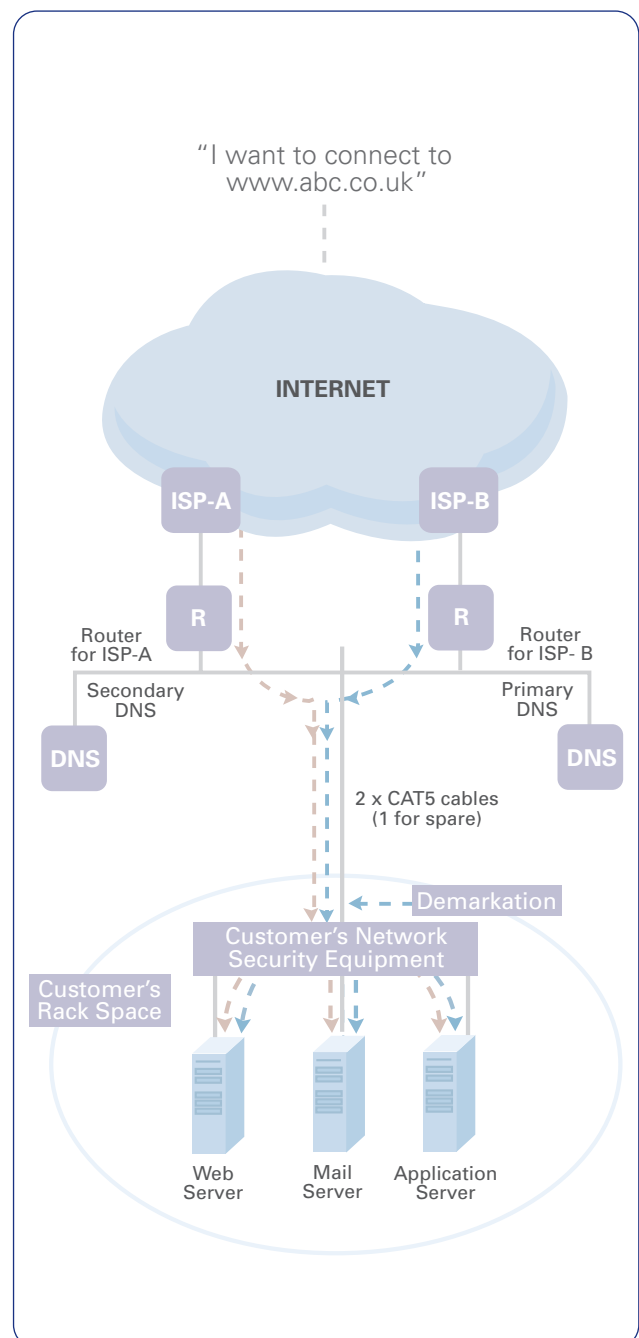
- The basic monthly charge for 10 Mbps usage, for 100 Mbps connection. If 95th percentile calculation is higher than the committed rate at the end of the month, then the maximum excess usage will become applicable. Please contact Telehouse Sales for more details.

Standard service

- Multi-homed Internet connection
- 1 x 100 Mbps port
- 11 x public IP addresses (as standard)
- 2 x Ethernet cables (Main and Standby)
- Web-based traffic monitoring console (powered by Systems Observer)
- 24/7 helpdesk
- 24/7 network & route monitoring, our engineers are alerted to problems via email and SMS.

Optional services

- Additional IP addresses
- Domain name registration
- Domain name management
- Network security equipment
- Customer requirements consultation
- Purchase of Telehouse colocation space (Please contact Telehouse Sales for details.)
- Customer's server(s) configuration (Port speed and IP address with Telehouse provided information).





Global Interlink

New Connectivity Between London, Paris, New York and Los Angeles

Telehouse Global Interlink is a new Ethernet interconnection service between Telehouse London, Telehouse Paris, Telehouse New York and Telehouse Los Angeles. A Global Interlink provides a transparent link across the Telehouse sites – allowing equipment in any Telehouse

location to communicate as though they were connected to the same local switch and as it's L2 based, any IP capable device can make use of it.

If you need a fast, reliable connection between your equipment, Global Interlink is for you.

Service description

Service type

The Global InterLink Service is available from:

- Telehouse London Docklands North
- Telehouse London Docklands East
- Telehouse London Metro
- Telehouse Paris Voltaire
- Telehouse Paris Magny-les-Hameaux
- Telehouse New York Broadway
- Telehouse New York Staten Island
- Telehouse Los Angeles

We can currently offer a:

- 100 Mbps full duplex port connection (100 BASE-TX, Fast Ethernet)
- 1000 Mbps full duplex port connection (1000 BASE-T at European sites only, 1000 BASE-SX, 1000 BASE-LX, Gigabit Ethernet)

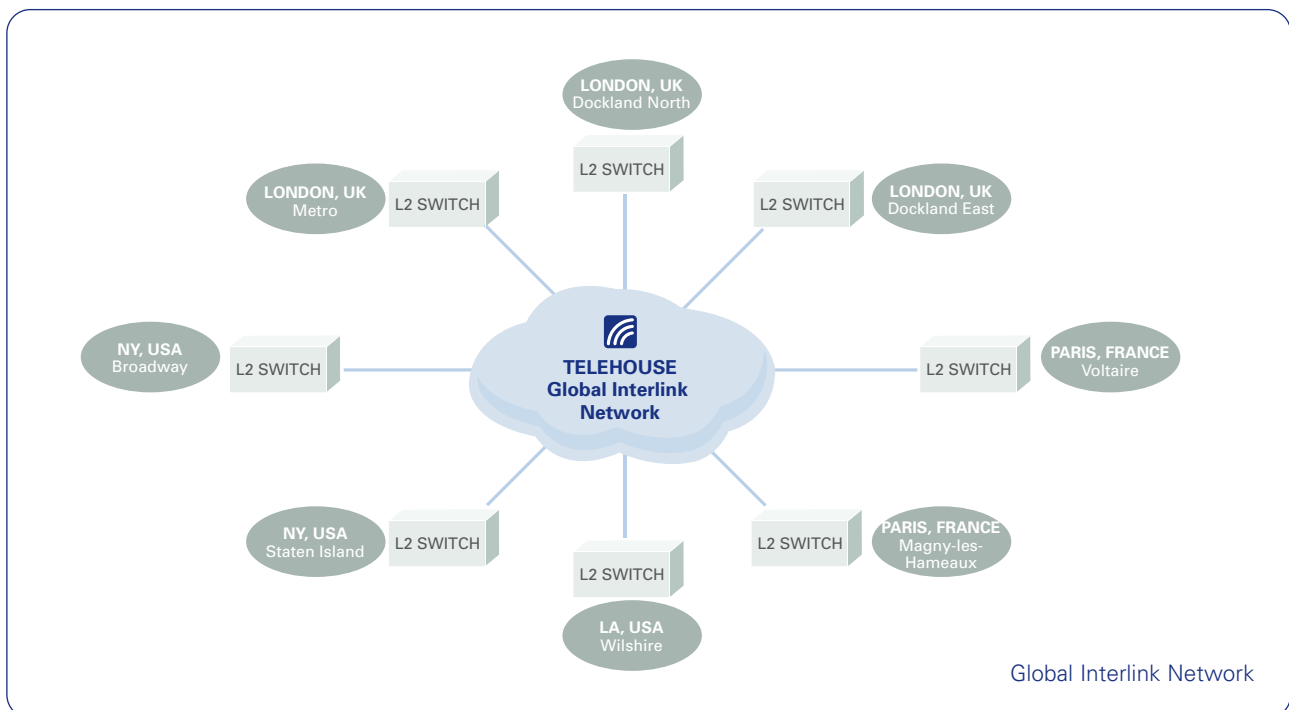
Standard service

The Ethernet Connection [802.1Q VLAN tag is supported]

- 100 Mbps, 1000 Mbps port available at all sites.
- SLA of network availability(over 99.99%), MTTR (below 4 hours), network delay
- 24/7 Network Monitoring and service desk assistance, our engineers are alerted to problems via email and SMS.
- Web-based traffic monitoring system (powered by Systems Observer)

Prerequisites

Customer's device(s) setting (Port speed based upon contract)





10 Fast Facts

- 1** Telehouse Europe conceived, constructed and managed Europe's first purpose-built shared data centre in the Docklands in 1990
- 2** Most financially secure data centre provider with consistent yearly reinvestment
- 3** Strong track record lasting 20 years with high level of uptime reliability
- 4** Sound understanding of customer business
- 5** Constantly expanding global colocation and network provision ability
- 6** Telehouse consistently achieve higher customer satisfaction survey scores than our competitors
- 7** Telehouse Europe has over 750 customers representing all business sectors
- 8** Neutral choice of an extensive range of major and small carriers
- 9** Telehouse has the highest level of peer-to-peer connectivity in the industry, making it the business community which acts as a market place
- 10** Telehouse offers a transparent pricing system, with no 'hidden costs'



Unrivalled investment in reliability.

Market-leading connectivity.

Ultimate peace of mind.

London (head office)

Coriander Avenue

London

E14 2AA

UK

Tel: +44 (0)20 7512 0550

Fax: +44 (0)20 7512 0033

Paris (main office)

137 Boulevard Voltaire

75011

Paris

France

Tel: +33 1 56 06 40 30

Fax: +33 1 56 06 40 39

www.telehouse.net

www.kddi.com

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