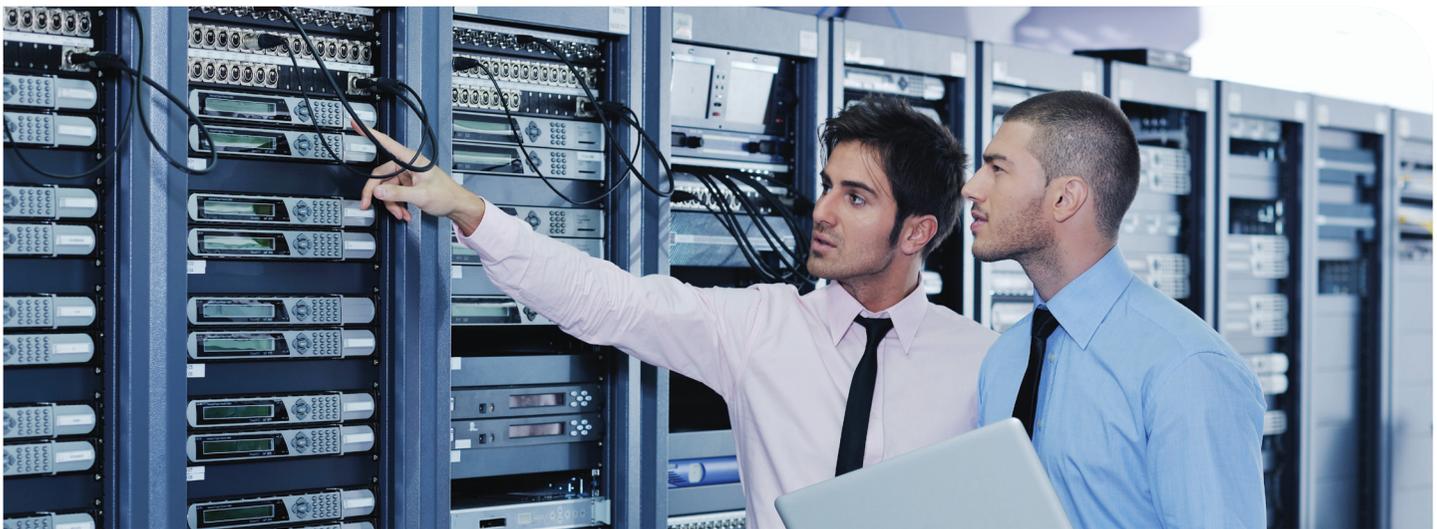# TELEHOUSE
HOME TO YOUR GLOBAL ICT SOLUTIONS

Data Centre Hardware Solutions and Maintenance

Best-of-breed hardware supply and maintenance for onsite customers

Telehouse have been hosting mission-critical systems for some the world's largest companies for decades, ensuring their applications are running live 24/7, highly secured and always connected. But mission critical systems also need the best performing hardware and maintenance to ensure peace of mind. That is why Telehouse are now proud to offer an extensive range of solution sets from best of breed vendors, with fully integrated, onsite maintenance support to its customers.

Did you know?

One of the biggest causes of customer downtime in a data centre is poor performing hardware and the inability to support the equipment in time by client engineers. In today's age, seconds of downtime of a mission-critical application can cost a corporation substantial financial losses. Losses that could be saved by ensuring your network, server and storage equipment are designed as best fit for your infrastructure and maintained by fully qualified 'in-house' engineers.

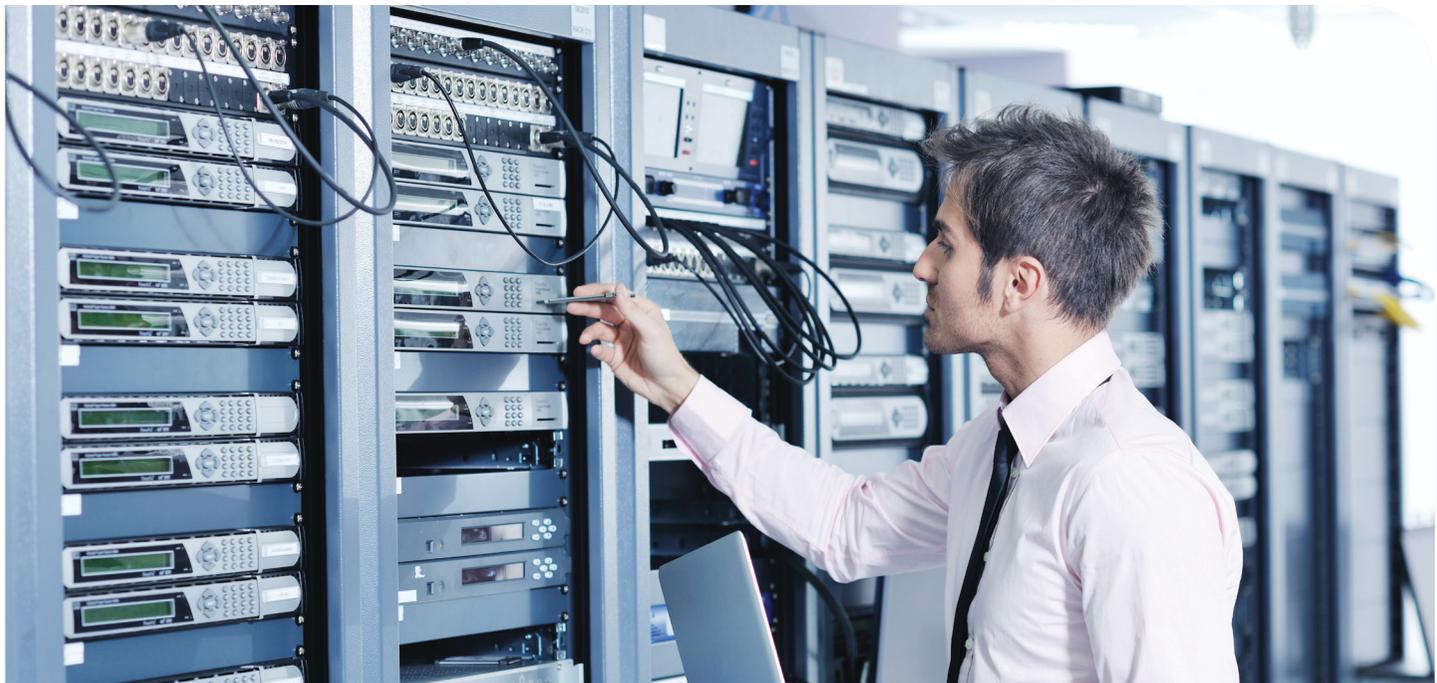## Partnerships from inside the data centre

If you are using the following brands or wish to upgrade to these hardware brands, the vendor partnerships with Telehouse can provide you with a cost efficient infrastructure.

For more information visit: **www.telehouse.net**

Data Centre Hardware Solutions and Maintenance

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Dependable support on the ground

You can extend the lifetime of your infrastructure by using certified OEM hardware and vendor support, ensuring your data centre is backed by reliable equipment and dependable maintenance.

Telehouse also provides rapid and multi-vendor outsourced maintenance services and solutions to support the requirements of your data centre. These services are delivered from our Docklands campus and can be tailored to offer a range of service levels to reflect the criticality of the equipment; supporting the different elements of your business:

- Call logging via portal, email or phone
- Business Hours or, 24x7 service options

- Co-managed SLA based Hardware maintenance
- Telephone and remote diagnostics
- Priority escalation to vendor for faults
- Certified and Experience on-site engineers
- Managed asset register for all devices under maintenance

Whether you are at the end-of-life with your hardware, have an upcoming scheduled infrastructure refresh or renewal or require a superior performing IT architecture, Telehouse would welcome the opportunity to provide quotations and proposals. We can help you upgrade your systems to achieve greater uptime, greater energy efficiency and quicker investment payback.

Home to your global ICT solutions

Telehouse provides global Tier III data centres, connectivity and managed ICT solutions, providing secure and resilient infrastructure for mission-critical IT systems. Established in 1989, Telehouse became Europe's first carrier neutral colocation provider. Today, the company is at the heart of the Internet and telecommunications infrastructure, serving over 1,000 major corporations worldwide, across a wide range of industries including government and financial institutions.

Telehouse is the data centre subsidiary of Japanese corporation KDDI, a $45 billion Global Fortune 300 telecommunications and systems integration provider. In 2012, Telehouse in conjunction with KDDI launched its own brand of cloud services Telecloud offering dedicated infrastructure-as-a-service.

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