

Telehouse London Docklands

Europe's Most Connected Data Centre Campus

Our Vision and Mission

At Telehouse, our vision is a global community that has trust in the protection and security of its data, a highly connected society with the capacity to evolve.

Our mission is to deliver the highest level of customer service, offer unsurpassed reliability within the industry and to continually invest in our global data centres and provide solutions that enable our customers to grow their business.

About Telehouse London

The Telehouse London Docklands data centre campus is the site of Europe’s first carrier-neutral colocation facility, the home to the London Internet Exchange (LINX), as well as a backbone for the global internet network.

Today, Telehouse operates five interconnected data centres at its London Docklands campus consisting of Telehouse North, Telehouse East, Telehouse West, Telehouse North Two and Telehouse South.

Together with KDDI, Telehouse offers a range of internet, network and cloud access services, as well as dark fibre and ethernet connections to off-site locations worldwide.



Why choose Telehouse as your colocation provider?

- Where the world’s data traffic meets**
Home to the London Internet Exchange (LINX) and a diverse ecosystem of connectivity partners.
- A safe home for your data**
Full CCTV surveillance, 360° monitored perimeter fencing and dedicated on-site trained security personnel 24/7.
- Support and access day or night**
You’ll benefit from dedicated assistance from our on-site remote hands’ engineers. Call on our expert support desk or visit our convenient facilities 24/7, 365 days a year.
- Connect to your cloud services**
Direct, resilient links to cloud service providers including Microsoft Azure ExpressRoute and Amazon Web Services Direct Connect.
- Easily accessible location**
Our Docklands location is just a short journey from Canary Wharf or Central London, perfect for frequent visits, audits or hardware upgrades.
- 100% renewable energy**
Our London data centres are powered by 100% renewable energy, so you can be sure your equipment is stored in a responsible and sustainable facility.
- Easily scalable infrastructure**
We offer flexible and scalable colocation options, meaning you can closely match budgets to your service needs and reduce unnecessary overheads.
- Uptime SLA**
We operate the highest possible level of uptime and redundancy, guaranteeing a service level agreement (SLA) uptime of 99.999%.

What makes us different

Internet hub

The Telehouse London Docklands data centre Campus is the UK’s foremost Internet Hub and Backbone for the Global Internet Network. It has been the primary home of the London Internet Exchange’s (LINX’s) for more than 25 years.

Connectivity

Telehouse London data centre customers can connect to an ecosystem of approximately 900 carriers, ISPs and ASPs flowing into the campus. The close proximity to the City and Canary Wharf provides customers located in and around London with a low latency environment ideal for trading exchanges and mission-critical applications.

Power

Telehouse was the first data centre service provider in the UK to own and operate an on-site private dual primary substation (N+N) connected at 132kV to supplier authority lines. The substation future-proofs the Telehouse London data centre campus and secures enough power to serve its fast-growing customer base.

International accreditations

The Telehouse London data centres adhere to the following internationally recognised accreditations:

- ISO/IEC 27001 (Information Security Management)
- ISO 22301 (Business Continuity Management)
- PCI-DSS (Payment Card Industry Data Security Standard)
- ISO 9001 (Quality Management system)
- ISO 14001 (Environmental Management)
- ISO 50001 (Energy Management)
- ISO 45001 (Occupational Health and Safety Management)



Telehouse South

Telehouse has expanded its iconic Docklands Campus in Blackwall Yard with its largest facility, Telehouse South. A network of 7,000 dark fibres, across two diverse routes, interconnects Telehouse South with the existing four data centres, offering unrivalled connectivity to a diverse ecosystem of over 900 partners.

Spaces

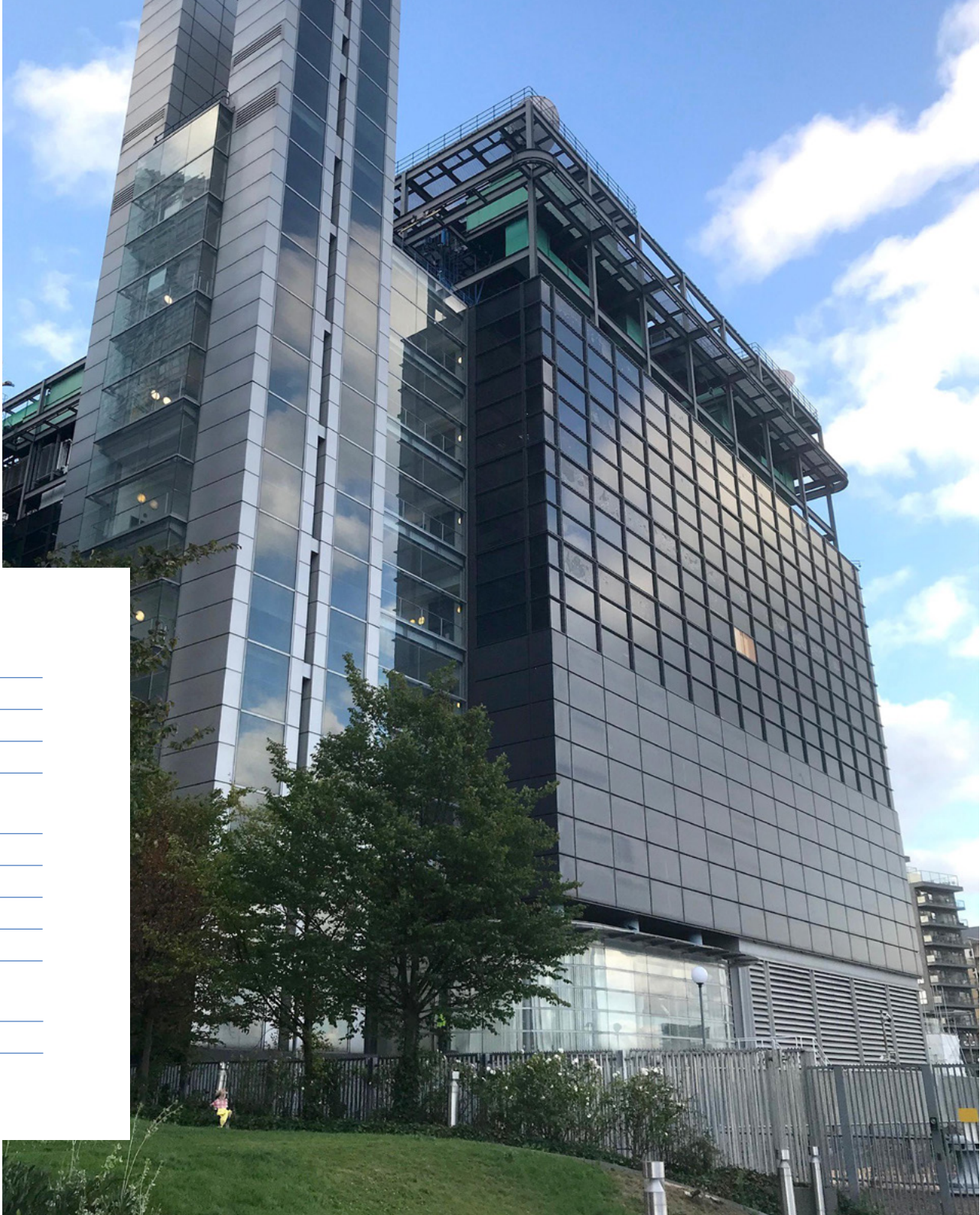
Gross area	31,000 sqm
Rack count	668 footprints per floor
Standard rack size	600mm x 1,200mm

Power

Total power capacity	18MW (2.7MW per floor)
Power feeds	Dual redundant, Diverse route
Generators	N+1 redundancy
UPS configuration	2N

Air conditioning and cooling

Cooling system	N+1 redundancy
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Telehouse North Two

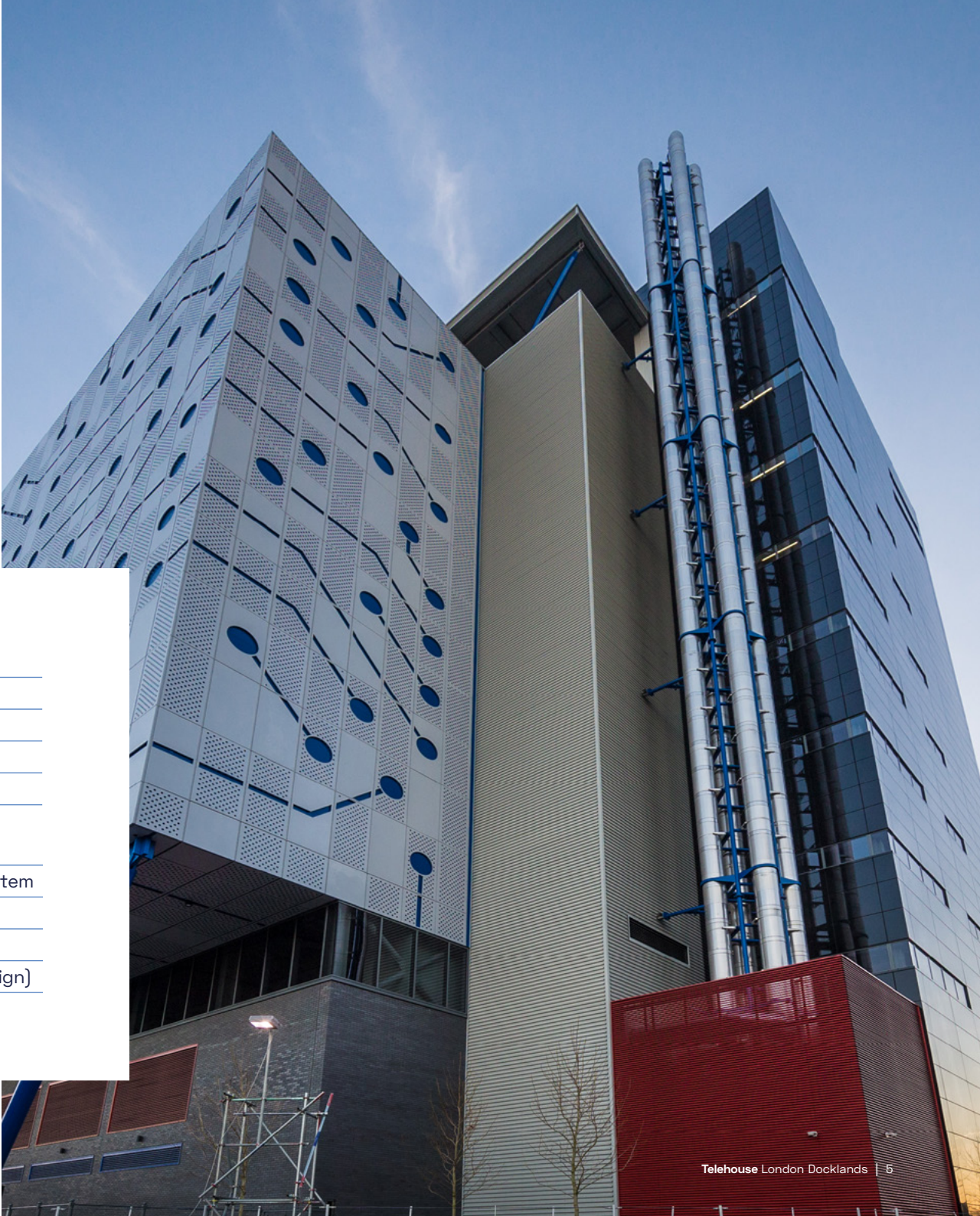
Europe's most advanced data centre – Telehouse North Two is one of the latest additions to Telehouse's iconic London Docklands Campus. Clients at Telehouse North Two are part of Europe's leading connectivity hub, with high density power solutions available.

Power

Power availability per rack	3kW and upwards
Incoming power feeds	Dual redundant, Diverse route
Generators	8, N+1 Redundancy
UPS configuration	2(N+1)

Environment and air conditioning

Cooling system	Multi storey adiabatic cooling system
PUE design	1.16
Air conditioning configuration	N+2, Hot aisle containment
Cooling SLA	25°C + 2 /-7°C (ASHRAE room design)



Telehouse West

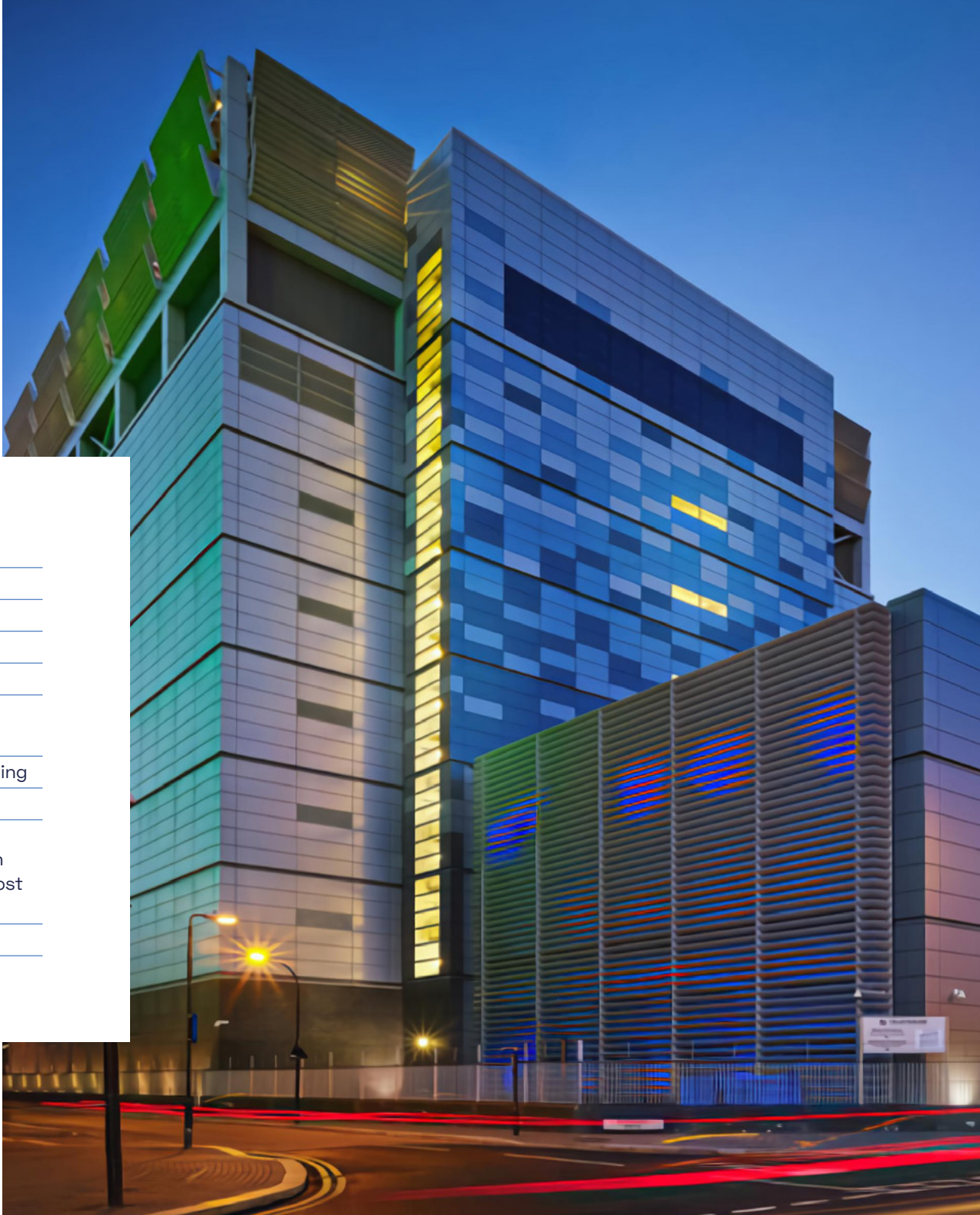
With approximately 5,000m² of colocation space, Telehouse West provides an ideal environment for a primary as well as a disaster recovery/backup site.

Power

Power availability per rack	2kW to 4kW
Incoming power feeds	Dual redundant, Diverse route
Generators	8, N+1 Redundancy
UPS configuration	2(N+1)

Environment and air conditioning

Cooling system	Chilled water system air conditioning
Room air conditioning units	N+25%
Room design	<ul style="list-style-type: none">Hot aisle/cold aisle zone900mm raised floor design with airflow space to provide the most efficient cooling
Cooling SLA	25°C + 2 /-7°C



Telehouse East

Telehouse East is placed adjacent to the existing sites in the heart of London’s Docklands. It is ideal for organisations that require highly connected, low-latency data centre space and offers a superlative environment for a primary or secondary site for mission-critical systems.

Power

Power availability per rack	0.5kW to 2kW
Incoming power feeds	Dual redundant, Diverse route
Generators	5, N+1 Redundancy
UPS configuration	N+1 or 2N

Environment and air conditioning

Cooling system	Air conditioning at N+1 redundancy
Room design	Hot aisle/cold aisle zone
Cooling SLA	25°C + 2 /-7°C

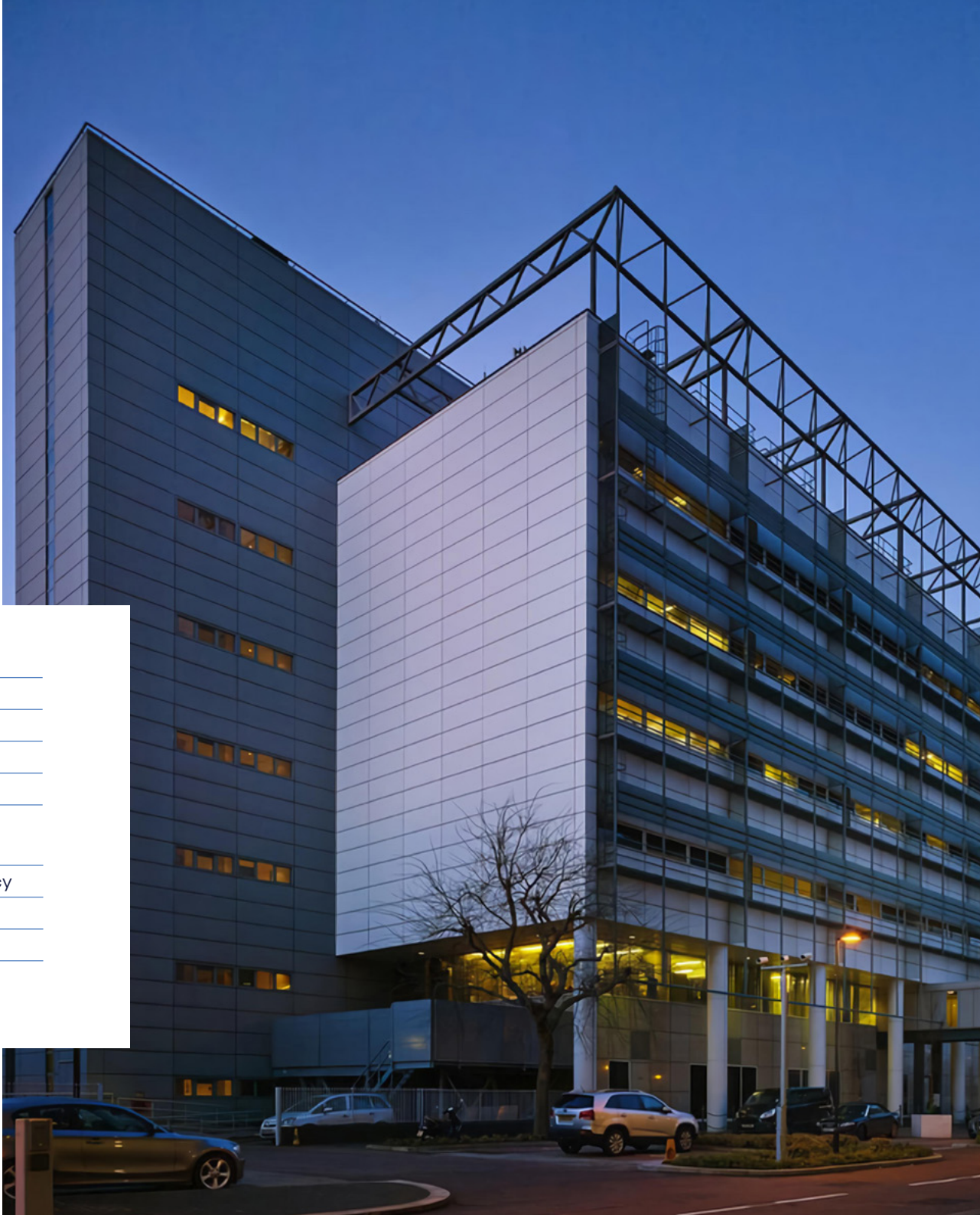


Telehouse North
Opened in 1990 - The first purpose-built colocation data centre in Europe

Telehouse North

Opened in 1990, it was the first purpose-built colocation data centre in Europe. Telehouse North data centre has been the primary home of the London Internet Exchange since 1994 and continues to be one of the most heavily connected data centres in the world.

Power	
Power availability per rack	0.5kW to 2kW
Incoming power feeds	3 x multiple diverse route
Generators	6, N+1 Redundancy
UPS configuration	N+1 or 2N
Environment and air conditioning	
Cooling system	Air conditioning at N+1 redundancy
Room design	Hot aisle/cold aisle zone
Cooling SLA	25°C + 2 /-7°C



Services
End-to-end data centre services

End-to-end data centre services

Connecting in Telehouse isn't just about putting a server or cable in a data centre. Whether you're looking to purchase network services, infrastructure, relocate equipment, or need data centre migration services – we're here to provide you with solutions and support your business.

Goods supply and services for IT infrastructures

Telehouse provides varieties of goods and services for your infrastructure and setup needs.

- Cabinet and cage
- Security – CCTV, biometric keys
- Patch panels, cable baskets
- Hardware supplies
- Migration services

Domestic and global network services

TAs well as connectivity within Telehouse London Docklands site, we offer a range of internet and network services.

- Domestic and global networks
- Internet
- Access to cloud service providers

Cross connect service

Telehouse's onsite cabling engineers install a variety of Copper and Optical Fibre types for our clients to choose from.

Colocation services Dedicated facilities (DFM)

If you require increased security and high-power density services, we can provide a dedicated, partitioned suite or cage for your equipment.

Shared facilities (SFM)

This cost-efficient option is perfect for companies that need a small amount of rack space and have less stringent privacy concerns.

What our customers say



“Since 2014, Telehouse North is Europe’s most well established carrier-neutral data centre, the home to the London Internet Exchange (LINX), and to other major peering exchanges. As a result of this partnership, we have extended our high-capacity network which gives customers greater flexibility in the way they operate and also gives unprecedented advantages by being in the same room with almost all the important networks on the internet.”

Maria Sirbu
VP of Corporate Communications at Voxility



“The primary reason for being in Telehouse is connectivity. A large proportion of the UK’s internet traffic passes through that site, so it was a logical move to have a presence. The pricing is good for our space and the connectivity options are second to none. There is also the fact it’s a large facility in the Docklands campus, which allows us to have all the room we need to expand.”

Ciaran Power
Senior Datacentre Engineer & Technical Sales,
UK Dedicated Servers

Telehouse Global Locations





Get in touch today

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