



TELEHOUSE

Every connection matters

What resilient media infrastructure looks like in practice

For broadcast, streaming, post-production and content delivery teams. Five areas to consider when choosing infrastructure for media workloads.



WHO THIS IS FOR

Senior technology, infrastructure, operations and digital leaders comparing colocation and connectivity partners for media workloads. Use each section to assess a current provider, shortlist a new partner or build an internal business case.

WHAT THIS GUIDE COVERS

Performance

Uptime, live service continuity and resilience under pressure

Connectivity

Carrier-neutral access, CDNs, cloud on-ramps and media partners

Security

Physical, operational and compliance standards for media assets

Cloud & workflows

Hybrid cloud, large file movement and production pipeline support

Scale

Capacity, density and global reach as content demands grow

Performance

01

Live media operations have no fallback. When infrastructure fails during a broadcast, a live stream or a transmission window, the cost is immediate and visible.

Resilient infrastructure for media workloads is not just about having backup systems. It is about keeping content moving when audiences are watching, rights holders are expecting delivery, and every minute of downtime can affect revenue, reputation and trust.

WITHOUT THE RIGHT FOUNDATION

A single live failure can cost more than the infrastructure investment required to prevent it. For broadcast and streaming businesses, missed transmission windows, degraded stream quality and failed live events carry direct commercial and reputational consequences.

WHAT GOOD LOOKS LIKE

- ✓ **A published uptime SLA with a verifiable track record**
Not just a contractual commitment — a demonstrated history of delivery
- ✓ **Redundant power with on-site generation and diverse incoming feeds**
Critical for environments where grid interruption cannot be tolerated
- ✓ **24/7 on-site engineering and rapid escalation for live incidents**
Support teams that understand transmission windows and production deadlines
- ✓ **Network redundancy across diverse physical routes into the facility**
No single point of failure between your infrastructure and your audience

TELEHOUSE

Telehouse maintains a 99.999% uptime SLA with no recorded outages since 1994. The London Docklands campus operates with the UK's only carrier-neutral on-site private dual primary substation connected at 132kV, providing N+N power redundancy. On-site engineering teams provide 24/7 support with cross-connects completed in days.

Read more about Telehouse live broadcast and streaming infrastructure at telehouse.net/industries/content-media

Connectivity

02

The ability to connect directly to the carriers, cloud platforms, CDNs and media partners your workflows depend on is one of the most important infrastructure decisions a media business makes.

Carrier-neutral colocation gives content and media organisations freedom of choice. Instead of being tied to a single provider's network or cloud, teams can build the connectivity architecture their workflows actually require and change it as those requirements evolve.

For live broadcast and streaming, proximity to internet exchanges reduces latency and improves stream reliability. For post-production and distribution, direct cloud on-ramps eliminate performance bottlenecks on high-volume file transfers.

WITHOUT THE RIGHT FOUNDATION

Being locked into a single carrier or cloud provider limits your options at exactly the moment your business needs to change. As workflows evolve, file sizes grow and new distribution channels emerge, infrastructure that cannot adapt slows growth.

WHAT GOOD LOOKS LIKE

- ✓ **Carrier-neutral access to over 1,000 carriers, ISPs and ASPs**
Freedom to choose and combine providers without restriction
- ✓ **Direct on-ramps to major public cloud platforms**
AWS Direct Connect, Microsoft Azure ExpressRoute and Google Cloud Interconnect on-campus
- ✓ **Proximity to major internet exchanges including LINX**
Low-latency peering for broadcast, streaming and CDN-dependent workflows
- ✓ **Access to content delivery networks and media exchange partners**
Shortens the path between production and audience delivery

TELEHOUSE

Telehouse London Docklands is the most connected data centre campus in Europe, with over 1,000 carriers, ISPs and ASPs and more than 800 connectivity partners accessible within the same environment. The campus is the primary home of LINX, the London Internet Exchange, and hosts AWS Direct Connect, Microsoft Azure ExpressRoute and Google Cloud Interconnect directly on-site.

"All our partnerships are built on relationships primarily. The Telehouse team demonstrated not only technical capability, a deep understanding of security standards and connectivity options to both networks and cloud providers, but really took the time to get to know us, our business, and the ways in which we operate as people. After assessing the market, Telehouse was the only choice we could sensibly make for hosting our online products and services."

Infrastructure and Security Director, Large Digital Media Publisher

Security

03

Media businesses are protecting some of the most commercially sensitive digital assets in any industry. Pre-release content, rights-protected footage, editorial systems and unreleased productions all carry significant financial and legal risk if infrastructure governance is inadequate.

Security in a data centre context spans physical access control, operational governance, certification to recognised international standards, and the ability to demonstrate compliance to procurement, risk and legal teams. For senior buyers, evidence matters as much as capability.

WITHOUT THE RIGHT FOUNDATION

When a content business cannot demonstrate adequate infrastructure governance, it faces exposure on multiple fronts: IP theft risk, regulatory scrutiny, loss of distribution partner confidence and reputational damage if unreleased or rights-protected content is compromised.

WHAT GOOD LOOKS LIKE

- ✓ **ISO 27001 certification for information security management**
The international standard for protecting sensitive data and editorial systems
- ✓ **ISO 22301 certification for business continuity management**
Demonstrates structured resilience planning and recovery capability
- ✓ **PCI DSS compliance for payment and transaction data**
Relevant for media businesses processing subscriber or customer payments
- ✓ **360-degree monitored perimeter, biometric access and CCTV**
Physical security that supports internal governance and audit requirements
- ✓ **Documented access control and audit trails**
Evidence procurement and risk teams can use to support sign-off

TELEHOUSE

Telehouse holds ISO 27001, ISO 22301 and PCI DSS certifications across its London Docklands facilities. Physical security includes 360-degree monitored perimeter fencing, dedicated 24/7 on-site security personnel, biometric fingerprint access control and comprehensive CCTV coverage. Telehouse can support media businesses in evidencing governance and compliance to internal stakeholders.

View all Telehouse certifications at telehouse.net/certifications

Cloud and workflows

04

Modern media production does not run in a single location. Editing, rendering, colour grading, collaboration, distribution and archiving all span cloud environments, on-premises systems and remote teams simultaneously.

Infrastructure that cannot support hybrid cloud and high-volume file movement creates bottlenecks that creative and operations teams feel directly. When a post-production team is waiting on a file transfer or a remote editor cannot access the right environment, delays affect deadlines, clients and revenue.

WITHOUT THE RIGHT FOUNDATION

As file sizes grow — 4K, 8K and HDR footage can run to hundreds of gigabytes per project — connectivity that cannot keep pace becomes a ceiling on what creative teams can deliver and how quickly they can deliver it. Schedule delays and client dissatisfaction follow directly from infrastructure gaps.

WHAT GOOD LOOKS LIKE

- ✓ **Private, low-latency connections to AWS, Azure and Google Cloud**
Supports rendering, editing, storage and distribution workflows at scale
- ✓ **High-bandwidth capability for large file movement**
4K, 8K and HDR footage, VFX assets, archive content and production files
- ✓ **Support for specialist media platforms and SaaS workflows**
Editing, collaboration, content management and media exchange partners
- ✓ **Secure movement of rights-protected and pre-release material**
Controlled access to sensitive assets across distributed teams and locations

TELEHOUSE

Telehouse London Docklands provides direct, private connectivity to AWS, Microsoft Azure and Google Cloud, supporting hybrid and multi-cloud workflows for post-production, rendering and content distribution. The campus ecosystem includes CDNs, media exchange partners and specialist workflow providers, accessible without leaving the Telehouse environment. Dark fibre links connect all five Docklands buildings, enabling high-capacity transfers across the campus.

“Our goal is to take all the creative brilliance and service elements that customers have come to expect and deliver them up in a new and revolutionary way. Being a start-up meant we could put our ecosystem within a data centre from day one and break from the old bricks and mortar mould. Telehouse has made it possible for us to make our business model a reality and has become the heart, lungs and brain of our business.”

Jack Edney, COO at Racoon

Read the Racoon case study at telehouse.net/case-studies

Scale

05

Infrastructure that works for your business today needs to keep working as audience expectations, content volumes, cloud usage and compute requirements grow. The wrong provider limits what the business can deliver.

For media organisations, scale is not only about physical space. It is about whether the provider's connectivity ecosystem, power density, global reach and commercial model can support a business that looks different in three years than it does today, whether that means more markets, higher-resolution content, AI-enabled workflows or expanded distribution.

WITHOUT THE RIGHT FOUNDATION

Changing infrastructure provider is one of the most disruptive and costly operations a media business can undertake. Choosing a provider that cannot scale means facing that disruption at the worst possible moment — when growth is happening and operational continuity matters most.

WHAT GOOD LOOKS LIKE

- ✓ **Flexible colocation options from rack to wholesale scale**
Ability to grow without changing provider or rebuilding connectivity
- ✓ **High power density to support AI, rendering and compute-heavy workloads**
AI-enabled media workflows and real-time rendering require more from infrastructure
- ✓ **Global reach through an interconnected network of data centres**
Supports international distribution, remote production and global collaboration
- ✓ **Commercial terms that support long-term planning and investment decisions**
Clarity on SLAs, responsibilities and costs at each stage of growth

Telehouse

Telehouse operates five data centres across the London Docklands campus and a global network of over 45 facilities in more than 10 countries. The campus is actively expanding with Telehouse West Two currently in development, representing a £275m investment due for completion in 2028. Telehouse supports organisations from rack-level colocation through to high-density and wholesale environments.

Explore Telehouse data centre locations at telehouse.net/data-centre-services

Ready to review your media infrastructure?

If you are comparing colocation and connectivity partners for media and content workloads, the Telehouse team can help you assess the right infrastructure foundation. Get in touch to start the conversation.

Learn More :

W : www.telehouse.net/industries/content-media-infrastructure/

T : +44 207 512 0080

About Telehouse

Telehouse is a leading global data centre service provider that brings together a diverse range of more than 3,000 business partners including carriers, mobile and content providers, enterprises, cloud providers and financial services companies. Established in 1989 by Fortune 500 telecommunications company KDDI, Telehouse operates more than 45 data centres worldwide and provides reliable, secure, and flexible colocation solutions, enabling organisations to accelerate speed to market and create business opportunities through fast, efficient and secure interconnections.

Telehouse is committed to upholding the highest data centre standards and to delivering exceptional services for its customers.