

DATA CENTRE SERVICES

The foundation for your ICT infrastructure





A FUTURE-PROOF HOME FOR YOUR INFRASTRUCTURE

Why Interxion?

Interxion has been leading the way in data centre design, build, operation and management for over 15 years, delivering continually improving reliability, security, resilience and performance. Our standardised product offering, available across Europe, maximises efficiency and cost-effectiveness while allowing for customisation to meet unique requirements.

Our carrier and cloud-neutral data centres provide the ideal environment for your ICT infrastructure and can support even the most demanding compute density requirements. We attract a rich diversity of global and national connectivity providers, enabling you to select the right networks for your business. Connecting to your customer, supplier and partner community inside our data centres is straightforward with cost-effective, low-latency Cross Connects.

Support is available 24x7x365 through our European Customer Service Centre (ECSC) and our customer portal.

11 COUNTRIES, 13 CITIES

Austria: Vienna

Belgium: Brussels

Denmark: Copenhagen

France: Paris, Marseille

Germany: Frankfurt, Düsseldorf

Ireland: Dublin

Netherlands: Amsterdam

Spain: Madrid

Sweden: Stockholm

Switzerland: Zurich

UK: London

Concurrently maintainable infrastructure

design

24x7x365 operational

monitoring

Award-winning energy-efficient

operations

Redundancy for high

availability



SPACE AND POWER

Housing your equipment

Your ICT equipment can be housed in secure Cabinets, Cages or Private Rooms. Energy-efficiency is assured through a sophisticated cold-aisle containment configuration and airflow-management optimisation features.

Powering your installation

Power and cooling for your equipment are delivered by infrastructure designed for high availability and resilience. High availability is a core design ethic of our power infrastructure. Our data centres are equipped with a concurrently maintainable infrastructure that includes physically diverse distribution paths, conditioned power with battery backup, and fault tolerance against public utility outages with full-capacity generator backup systems.

Power is available in single- and three-phase AC, as well as DC, to support both typical IT installations and high power-density requirements. Power delivery can be metered, allocated in bulk, or billed as part of a flat-rate monthly fee. Interxion uses cold aisle containment as standard, optimizing air flow management and allowing our customers to operate at higher power densities. We also follow the best industry guidance on environmental conditions for data centres by setting our SLAs to ASHRAE TC 9.9 2011 guidance.

GLOBAL, NATIONAL AND LOCAL CONNECTIVITY

The right connections for your business

Our data centres give you access to the highest density of carriers in Europe – over 600 global and national Connectivity providers, including fixed and mobile network operators, Internet exchanges and content distribution networks. You have the choice and flexibility you need to build secure, reliable networks with the right performance at the right price.

- **International network providers.** You'll find all the leading international network providers in our data centres, able to deliver predictable, low-latency performance for global networks.
- **National networks.** The national incumbent operator and many other national providers are present on our campuses.
- **Local loop providers.** Large-capacity fibre connections can be made from our data centres to others in the same country for large-scale data transfers.
- **Mobile network operators.** Over 30 MNOs simplify your access to mobile platforms and users.
- **Content distribution networks.** Having access to many of the top CDNs helps you enhance the user experience of websites and other online content.
- **Internet exchanges.** Our data centres are home to 21 leading European Internet exchanges. Joining an Internet exchange gives you access to hundreds of members and enables you to reduce the cost of handling Internet traffic.

CABINETS

We can accommodate for a range of cabinet sizes, with half-cabinets also available. They provide:

- **Physical security** with front and back locking doors and fully enclosed sides.
- **Connectivity:** With your first cabinet you get a patch panel and precabing to the Meet Me Room with your choice of media type.

CAGES

Cages enhance security by creating a physical boundary around your Cabinets that segregates them from other data centre tenants.

Cage walls are made of steel mesh or, for greater privacy, solid metal panels. The walls extend to the slab beneath the raised access floor and can be extended to the ceiling slab to create an impenetrable floor-to-ceiling barrier. Cage doors have a secure access control locking system, giving you full control over who can enter the Cage. Private cages have dedicated power infrastructure for available operational independence.

PRIVATE ROOMS

A private room gives you a 'data centre within a data centre'. It's a cost-effective alternative to investing in your own facility, letting you benefit from our security features, power and cooling, energy-efficiency and expertise. In addition to the features and benefits of a Cage, a Private Room offers:

- **Enhanced privacy** and security with full locking doors, with walls that extend slab to slab.
- **Dedicated power,** cooling and fire protection, separate from other data centre tenants, giving you complete operational independence.

Cross Connects

There are a variety of Cross Connect options available to fit your needs, and we support fibre, coax and twisted pair media types.

Cross Connects link you to other organisations in the same data centre

Campus Cross Connects link you to organisations in other Interxion data centres within a 2km radius on the same campus

Metro Connects link you to organisations in other Interxion data centres more than 2km away in the same metropolitan area

Intra-customer Cross Connects: these discounted Cross Connects connect your non-contiguous equipment within a campus

Cross Connects

Your pre-installed patch panel, cabled to the data centre's Meet Me Room, enables direct, low-latency connections to your partners, suppliers and customers using Interxion Cross Connects.

Cloud Connect

Build and manage secure, high-performance interconnections to your cloud service providers with Cloud Connect.

Our bespoke Cloud access platform allows you to access multiple cloud providers, like Microsoft Azure or AWS, through a single physical connection, saving you both cost and provisioning time.

It's a scalable, fast and cost-effective way to create hybrid and multi-cloud IT environments and allow you to move more critical workloads to the cloud.

OPERATIONAL EXCELLENCE

Industry-leading security and reliability

Maintained around the clock by our experienced and highly trained engineers, our state-of-the-art data centres deliver reliability and performance beyond the highest industry standards.

All our data centres are built and operated to the same exacting designs and processes, ensuring you receive a consistent and high quality experience in all our European locations.

A safe home for your IT infrastructure

- **Trained security staff.** Our staff are on site 24/7 and all premises are monitored by video surveillance cameras. No one enters or leaves without proof of identity and all visitors are checked against customer-defined access lists
- **Layered Security.** Perimeter boundaries, guards, man-traps, access control zones, doors, Cages, and Cabinets provide multiple layers of physical access security. Our innovative "Building in a building" design provides unique mitigation of risks from physical intrusion and environmental events
- **Biometric security.** State-of-the-art security systems include proximity cards, biometric readers and mantraps
- **Water detection.** Water detection systems are installed in all areas that may be susceptible to a leak
- **Fire detection and suppression.** As a first line of defence against fire, all of our data centres are equipped with Very Early Smoke Detection Aspiration system (VESDA)



ONSITE TECHNICAL SUPPORT

Hands & Eyes service

Our Hands & Eyes service provides qualified technicians to carry out routine or emergency support of your equipment in our data centres, such as:

- Installing or moving equipment
- Interface card removal and installation
- Testing of in-house carrier circuits
- Power-cycling routers, switches and servers
- Soft-booting servers
- Providing visual verifications to assist remote troubleshooting
- Installing customer-specified structured cabling
- Assembling, installing and maintaining cabling
- Extending patch cables to your equipment

YOUR SINGLE POINT OF CONTACT

European Customer Service Centre

Our centralised European Customer Service Centre (ECSC) is made up of experienced professionals, fully trained in the latest ITILv3 standard, and fluent in English, French, German and Spanish. They're your single point of contact any time of the day or night for all enquiries and requests; and they oversee all of our interactions with you.

By combining our ECSC with strong, on-the-ground local service delivery and assurance teams, we can deliver a more efficient and consistent service to you, and make sure we are always where you need us, when you need us.

- Because they're also responsible for overseeing, co-ordinating and supporting all elements of data centre operation and management, ECSC team members don't just answer the phone and pass you on to someone else; they have the skills and knowledge to resolve most of your queries and issues themselves. If they can't, they'll be able to put you in touch with the right person promptly.
- With the ECSC as your single point of contact, you get the same level of communication across all of our data centres. In keeping you informed, the ECSC operates on the principle of full transparency, providing you with complete information well in advance of anything that has the slightest chance of affecting you, and keeping you continually informed of ongoing situations.
- The ECSC is your first point of call if you experience any issues. They manage all trouble tickets and will keep you fully informed of progress during issue resolution.



Hands & Eyes

We offer three options aligned with typical requirements for onsite support:

- **Standby service**, priced by the Cabinet rather than the hour, is an economical option if you plan to use the service regularly
- **Prescheduled service** enables you to book work in advance that needs to take place at a specified time during normal business hours
- **Rapid response service** provides cost-effective emergency operational support, with a technician available within a guaranteed timeframe following notification from your operations team



STREAMLINED SELF SERVICE

Interxion customer portal

The Interxion Customer Portal is your primary and most effective communication with us. The portal is accessible from your computer, smartphone or tablet, and is available in several languages including English, French, German and Spanish.

It gives you secure real-time visibility of your service and the ability to carry out a variety of tasks at any time of the day or night. Through the portal you can:

- Raise a service request such as Hands & Eyes or additional Cross Connects
- Order and manage additional Precabbling, Cross Connects or Cloud Connect products
- Book a site visit or equipment delivery or removal
- Manage access rights to data centre space
- Raise a trouble ticket
- Receive maintenance notifications
- See which carriers and Internet exchanges are available at each data centre
- Contact the ECSC
- View Product information and see order demos

To protect your privacy, the portal uses industry-standard best practices such as 128-bit SSL (secure socket layer encryption) and has undergone penetration testing by web specialist security consultants.

WHY COLOCATION?

Business benefits

Data centres contain some of a company's most valuable assets. Construction of a data centre that is a true "mission critical" high availability facility requires significant capital investment. Indeed the cost of operating a data centre over its useful life far surpasses the investment required to build it. Unique skill sets and 24x7 staffing are needed to properly operate and maintain a mission critical facility. Because of the capital costs, operational risks and challenge of building competent facility organisations, businesses turn to colocation providers as an economical alternative to owning and operating in-house.

Businesses need to thoroughly understand the alternatives available through data centre outsourcing, and how this can relieve pressure points of service reliability, application performance, and security.:

- **Reducing costs.** Costs of security and technology are shared with your colocation partner, and are further reduced by innovations in energy-efficiency. Pay only for the space you need and scale only as required.
- **Reach and location.** Colocate at the heart of the community you serve.
- **The right connectivity.** Connect to a choice of over 600 Connectivity providers, Internet exchanges and other network service providers. Optimise tariffs and performance via a wide range of major commercial centres.
- **Scalable capacity.** Enterprises can find they are either rapidly exceeding or under-utilising the capacity of their in-house data centres. Achieve the flexibility, scalability and cost-effectiveness to effectively support your business plans.
- **Maintaining business focus.** Focus on core business activities without losing control of your data, systems, processes or skills.
- **Skilled engineers on demand.** Tap into local expertise as and when you need to – paying only for what you use.



Costs

Pay only for the space you need

Colocate

Reach and location

Connect

The right connectivity

Flexibility

Scalable capacity

Focus

on core business activities

About Interxion

Interxion (NYSE: INXN) is a leading provider of carrier and cloud-neutral colocation data centre services in Europe, serving a wide range of customers through over 45 data centres in 11 European countries. Interxion's uniformly designed, energy efficient data centres offer customers extensive security and uptime for their mission-critical applications. With over 700 connectivity providers, 21 European Internet exchanges, and most leading cloud and digital media platforms across its footprint, Interxion has created connectivity, cloud, content and finance hubs that foster growing customer communities of interest. For more information, please visit www.interxion.com

Data Centre services across Europe



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Cofounder: Uptime Institute EMEA chapter, **Founding member:** European Data Centre Association, **Patron:** European Internet Exchange Association, **Member:** The Green Grid, with role on Advisory Council and Technical Committee, **Contributor:** EC Joint Research Centre on Sustainability, **Member:** EuroCloud.

Interxion is compliant with the internationally recognised ISO/IEC 27001 certification for Information Security Management and ISO 22301 for Business Continuity Management across all our European operations.
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