



THE INTERXION CUSTOMER PORTAL

Going further to put customers first

The Interxion Customer Portal is our central service and communication platform. Built to streamline and simplify tasks, the Portal is an easy and efficient tool to help automate your service requests.

Available to all our customers, the Portal is your one-stop shop for anytime access to order services and manage cases. Stay up-to-date with the latest Interxion news and events, including receiving regular maintenance alerts, and manage your company authorisations through this easy-to-use tool.

Order Services

The Portal is the easiest and most efficient way to order Interxion products and services. You designate who has the authorisation to order services from Interxion so there's no need for paper form or manual signatures.

Cross Connects: View your inventory of reserved, active and available precabled ports and choose the port you want for your Cross Connect.

Cloud Connect: Have your service up and running in minutes with rapid provisioning backed by SLAs.

Precabbling: Easily order more Precabbling when all other ports are active. Expedite options are available for more immediate needs.

Portal features

- Manage access rights for people who require temporary or permanent access to your equipment
- Manage and keep track of your deliveries and removals to and from your space
- View a full list of carriers and connectivity providers present in each of our data centres
- Order Interxion products and services
- Submit general questions and enquiries
- View product information and access ordering tutorials

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

The Interxion Customer Portal

The Interxion Customer Portal makes it easy to manage most aspects of your colocation in our state-of-the-art data centres. Accessible from any modern web browser and available in Spanish, French, German, and English, the Portal is designed with ease of doing business in mind.

The Portal uses industry-standard best practices such as 128-bit Secure Sockets Layer (SSL) encryption to protect your privacy and has been subject to penetration testing by web specialist security consultants.

Performing key tasks

- **Contact Management** – Create and customise permissions for people in your organisation. Access can be tailored for different Portal and data centre users and managed by a designated company administrator or administrators
- **Temporary Site Access** – Manage temporary access to your collocated IT equipment in our data centres. Access to a particular data centre, room, or cabinet can be granted to one or many individuals for a specified time period, ensuring maximum security and accountability
- **Deliveries and Removals** – Make requests for and authorise the delivery and removal of equipment to and from the data centre campus
- **Traceability** – Check access requests plus deliveries and removals. All access and delivery/removal information is picked up directly by our on-site security teams, is logged in your history and can be audited from your dashboard
- **Customer Enquiries** – Please contact us through the Portal at any time to ask any questions or provide feedback
- **Hands & Eyes** – Request rapid-response or pre-schedule the services of our engineers through our Hands & Eyes services
- **Inventory Management** – See the status of your full inventory of active and reserved ports or order a Cross Connect on a port

European Customer Service Centre

Whether you need assistance with complicated tasks or want 1-to-1 support, we're there. Our European Customer Service Centre (ECSC) provides a single point of contact. Even when you have multiple sites, you receive all the information you need in one go. The ECSC liaises with all the sites for you and this multi-lingual support team co-ordinate site access requests, remote-hands intervention and maintenance, as well as responding to other requests or enquiries. ECSC and Portal requests are logged according to our SLA-based ticketing process.

For more information, please visit www.interxion.com

To sign up for the Portal, please contact: customer.services@interxion.com

To learn more about the Portal, please visit:

www.interxion.com/data-centres/support/online-portal



www.interxion.com
customer.services@interxion.com



International Headquarters
Main: + 44 207 375 7070
Email: hq.info@interxion.com

European Customer Service Centre (ECSC)
Toll free Europe: + 800 00 999 222 / Toll free US: 185 55 999 222
Email: customer.services@interxion.com

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.
© Copyright 2018 Interxion. PF-GEN-HQ-PORTAL-HQ-eng-4/18