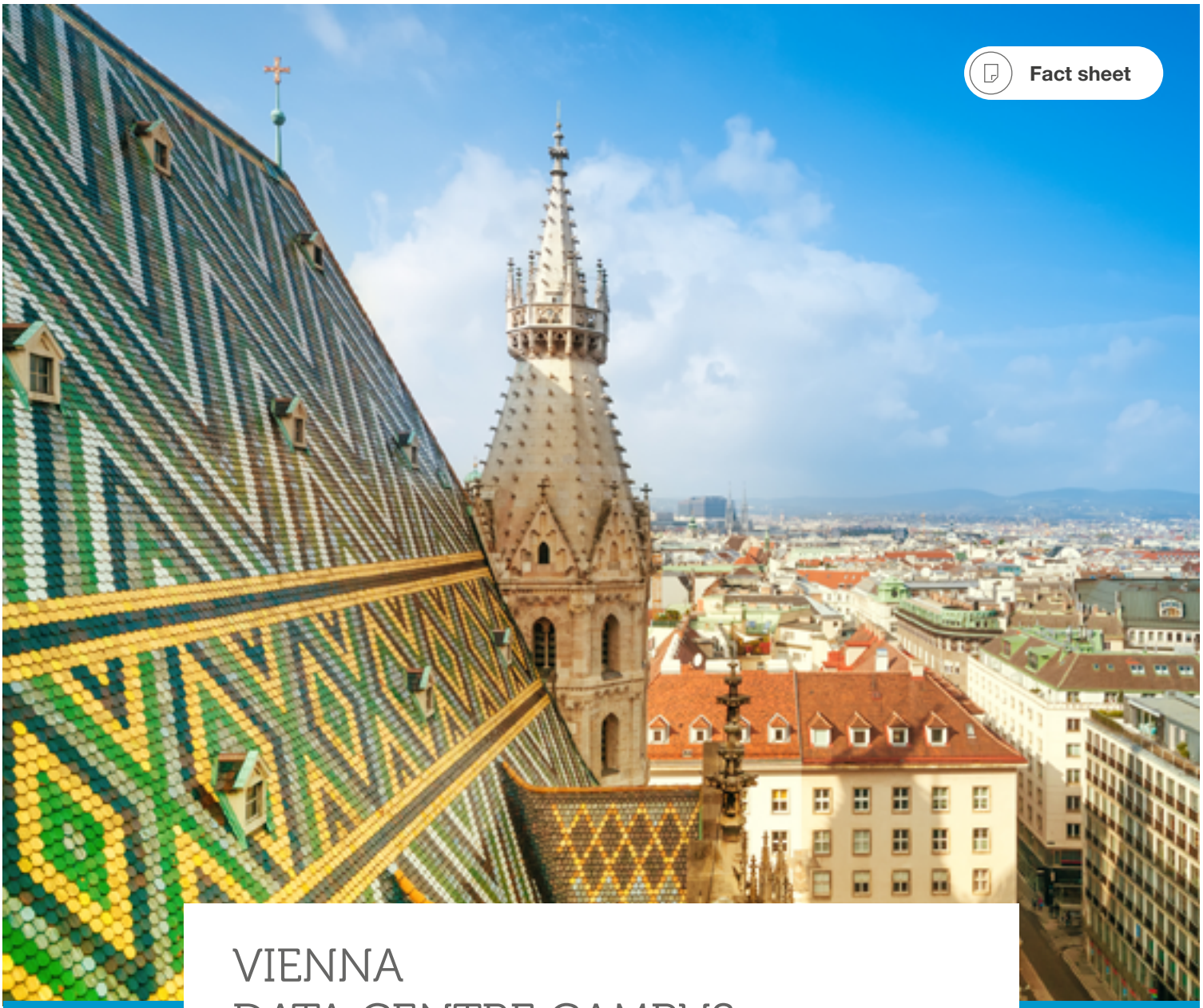
interxion™



Fact sheet

VIENNA
DATA CENTRE CAMPUS

Connect, transact and grow

WELCOME TO VIENNA

Expansion in Vienna

While many data centre operators are growing by buying up existing data centres, we concentrate on building our data centres from scratch and to the highest standards. Our VIE2 data centre in Vienna offers flexible expansion, consistently ensuring sufficient capacities for our customers. Once completed, our Vienna data centres, VIE1 and VIE2, will eventually comprise over 11,000 sqm.

Vienna is one of Europe's best connected cities, and is home to VIX, Austria's largest Internet exchange. In the North of the city, just 25 km from 'Vienna International Airport' and public transportation within walking distance, you'll find Vienna's largest and best-connected data centre.

Our Vienna data centre campus puts your systems at the heart of the Central and Eastern European digital economy. We host more carriers than anyone else in Europe as well as thriving cloud, digital media and financial communities. Whatever the nature, size and reach of your business is: be assured of the best connectivity for your needs and the fastest performance for your hosted systems.

The connectivity you need

With the biggest available choice of carriers in an ultra-secure facility, and a huge choice of businesses for potential cross connects, our Vienna data centre is ideal for any business, especially for businesses that want to use specific carriers to reach specific markets.

Choose from more than 100 carriers and ISPs at the Vienna data centre to reduce cost of network access and benefit from industry leading performance.

25
kilometres from Vienna's airport

100+
carriers, ISPs

24x7
dedicated support

Communities to help you grow

We're committed to helping our customers establish valuable business relationships with potential suppliers, partners and customers directly in our data centre to form new alliances and to lower costs. Communities of note in Vienna are:

Cloud services

This is where you come if your business develops or delivers cloud applications and services, public or private cloud platforms; or if it provides or needs connectivity to cloud services. Our thriving cloud community does business here because we offer the quality, flexibility, connectivity and reach required for successful high-density cloud-based services.

Digital media

A large and growing community of major content distribution networks forms the heart of our digital media hub for effective content aggregation, exchange, storage, management and high performance distribution.

Financial services

We host a vibrant hub of financial firms and the companies that provide services to them including leading vendors of market data, low-latency connectivity, managed services and leading-edge technology services.

Connectivity

- Access to more than 100 carriers/ISPs
- Home to the core infrastructure of the VIX Internet Exchange
- Direct access to SOX and NL-ix internet exchanges
- More than 6,500 Cross Connects

Community

- Thriving cloud, digital media and finance hubs
- Optimum environment to make new alliances for revenue opportunities and lower costs

Location

- 25 km from Vienna's airport
- At the heart of Europe

The peace of mind you need

With Interxion you can be confident about the physical security of your infrastructure, the performance of your systems and their availability – assured with a 99.999% SLA. You never have to worry about running out of space or power. If sustainability is high on your agenda, that's covered too. Since '98 we've been setting industry standards in data centre design, build, operation and management to deliver continually improving reliability, security, resilience, efficiency and performance.

Operational excellence

Like all of our data centres, VIE2 has ISO 22301 and ISO 27001 certification. We combine state of-the-art systems and processes to monitor and manage operations 24x7, combining on-the-ground local teams with centralised oversight by our 24-hour European Customer Service Centre (ECSC).

Security

The whole data centre is monitored 24x7 by CCTV and on premises security patrols. There are multiple access barriers, including mantraps, contactless key cards and biometric readers. You can also add your own security systems to a suite or private room.

Flexibility and choice

We pioneered modular data centre design and have been refining it for more than 15 years. We offer significant flexibility in how you extend your footprint and what you do with your space. Of course if you want our advice or help in purchasing or installing equipment, we're at your service.

The key services available in the data centre are:

- Colocation in Cabinets, Cages and Private Rooms
- SLA-backed Cross Connects within the data centre
- 24x7 Hands and Eyes rapid response service

Resilience and business continuity

From 24x7 monitoring and alarms for every critical system to incident management and business continuity management, we follow best practice and operate in full accordance with the ITILv3 framework. High levels of redundancy and service assurance are built into our data centres:

- **Connectivity**: dual-entry fibre from two separate carrier main routes, SLA-based cross connects, and diverse fibre routes within the data centre.
- **Power**: secured supply; two power feeds for all equipment, each independently equipped with UPS (2N) and generator backup with full load capacity for indefinite running.
- **Environment**: SLAs on temperature and humidity in line with ASHRAE recommendations; N+1 cooling; sophisticated water and smoke detection systems; advanced fire suppression in line with local regulations and designed for maximum safety and minimum damage.

Sustainability.

Our PUE measures, even when using mechanical cooling and in an always-on environment, are exceptional by any standards. We use free cooling and a custom cold-aisle containment solution to support higher power densities on low raised floors more efficiently, reducing the overall cooling overhead by as much as 30%. VIE1 and VIE2 are supplied with power from 100% renewable sources.

Operational excellence

- 99.999% availability SLA
- 2N or N+1 configurations for all critical systems
- 24x7 operation and monitoring - 2 security guards (24x7)
- High density power configurations

Sustainability

- Exceptional PUE measures
- Highest energy efficiency standards

> *So far our collaboration with Interxion has been of a consistently high quality. We are always looked after professionally and Interxion are very solution-oriented.*
>
> **Thomas Reichardt, CIO, Mass Response Services GmbH**

Local and central teams at your service

The high quality of our operations and customer service are amongst the key reasons why customers choose us. We centralise functions that can be centralised and combined with strong local management, operational, service delivery and assurance teams, enabling us to deliver a more efficient, consistent, responsive and personal service tailored to your needs.

Centralised co-ordination

Our centralised European Customer Service Centre (ECSC) team is fluent in German, English, Dutch, French and Spanish. They give you 24x7 a single point of contact for everything: from booking access to your equipment to arranging a cross connect, reporting a problem or any other service you may need.

The local team

The Vienna team not only runs the data centre day-to-day but can provide you with expertise and insight into the local market and regulatory environment as needed.

They're on hand if you need advice or help in using your space effectively, from design and connectivity to installation and management.

Our local experts are available to advise you on best practices for cabling, cooling, power delivery and management, and help you make the best choices on leased lines, IP transit, peering arrangements and connectivity options.

Martin Madlo,
Managing Director - Austria

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

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. LF-GEN-HQ-VIENNA-HQ-eng-4/18