



PRODUCTS & SERVICES

SUPPORT & MONITORING SERVICES (EUROPE)



EQUINIX



SUPPORT & MONITORING SERVICES

Equinix offers a range of technical support services to assist you in keeping your business up and running. Incorporating innovative control, monitoring and reporting tools to protect your systems, customers can also access our skilled and experienced technical teams to monitor, operate and troubleshoot their systems.



SUPPORT & MONITORING SERVICES

Support and Monitoring Services are Equinix's 24-hour, 365-day solutions for equipment control and customer assistance. This assures customers of the best possible services and the ability to manage equipment remotely.

SUPPORT

Equinix technicians provide valuable support services from scheduled routine procedures to rapid response. Scheduled procedures include power cycling, tape changing, equipment installations or administration. Remote Hands - Equinix's rapid response service, can be used by clients to carry out on-site tasks 24/7/365.

MONITORING

Utilising a set of monitoring and reporting tools for customer equipment either to ensure smooth operation or as part of the overall support service. Equinix bases its monitoring service on leading software vendors. Monitoring includes device, security and bandwidth solutions.

Equinix understands its customers needs and can deliver tailor made solutions from the most basic to the most advanced and complex offering. These solutions are based on Equinix consultative sales approach and delivered via ISO 9001:2000 certified processes and procedures.

Support and Monitoring Services ensure customer equipment performs to expectations and delivers rapid response in the event of any incidents.

RAPID

Customers benefit from our expert technical team who are on-site and ready to carry out work at a moment's notice. The intervention can happen in minutes rather than hours for own technician or supplier call-out services.

AVAILABILITY

All Equinix solutions are available 24 hours a day, 7 days a week.

COST EFFECTIVENESS

Recruiting and managing engineering resources has cost implications. Equinix releases the pressure on the customers IT budget by providing flexible technical time and control tools.

TECHNICAL STRAIN

By outsourcing support and monitoring to Equinix, client technical teams can work on other projects generating a better return on this expensive overhead.

CUSTOMISATION

Equinix works with customers to constantly enhance and manage support services. This flexibility ensures Equinix services exactly match customer requirements.



SUPPORT

Equinix provides 24 hours, 7-days a week technical teams on-site. These technicians can carry out tasks on a pre-arranged or on-call basis. Our teams are capable of handling basic actions or complex procedures on any aspect of the physical equipment.

ROUTINE MAINTENANCE SUPPORT (PS70001.REC)

Support staff carry out pre-arranged, scheduled tasks on behalf of the customer or handle a number of activities per month on an on-call basis. These support services will be at a standard or technical level. Support staff carry out proceduralized tasks and log all activity and results, guaranteeing the client a professional service and maximum uptime 24/7/365.

SCHEDULED SUPPORT RETAINER (PS70020.REC)

Support staff carry out prearranged, scheduled tasks on behalf of the customer or handle a number of activities per month on an on-call basis. These support services will be at a standard or technical level. Support staff carry out proceduralised tasks and log all activity and results, guaranteeing the client a professional service and maximum uptime 24/7/365.

ON DEMAND SUPPORT (PS70014.NR)

On Demand Support give you the opportunity to utilise the fully-trained technical expertise of the Equinix operations team to undertake essential on-demand work on your behalf. On Demand Support can be requested at any time 24/7/365 and our support team can carry out pre-defined tasks or work through issues with the customer via phone or email. All activity is logged and reported to the customer.

MANUAL SERVICES (PS70025.REC)

Support staff carry out basic work on behalf of the client at a non-technical level. These tasks can be an Equinix standard service or client defined on a 24/7 basis. Support staff log all activity and results.

TAPE MAINTENANCE (PS70004.REC & PS70004.NR)

Support staff carry out a schedule tape change cycle for a customer. This service includes a daily tape change, logging of tape change, storage of tapes in our fire safe providing a 5 hour minimum firewall. Monthly, Equinix staff and client do a tape library swap. Each contracted tape maintenance gets one tape recall request per month for test or restore.

SUITE MAINTENANCE (PS70005.REC)

Support staff inspects a client suite on a monthly basis, remove discarded packaging materials and clean the suite (this includes brushing the floor and buffing). Half-yearly we carry out under floor vacuum.

DEVICE MONITORING

Equinix can automatically monitor customer equipment for downtime, reducing the intervention time of our support staff in the event of an equipment fault. Besides equipment monitoring, Equinix has several network monitoring tools that also alert support staff to a potential problem (see our service datasheet on our Equinix Connect family of products).

Testing parameters are such that Equinix is aware of most problems, and can react to them, before customers even notice.

We understand the unique requirements of every client and have designed a service that is robust and flexible. Furthermore, Equinix can react in different ways based on customer requirements -from simple notification to complete problem resolution.



RACKWATCH™ (PS70010.NR & PS70010.REC)

Rackwatch™ is Equinix's 24/7/365. IP device monitoring service. Rackwatch™ encapsulates several phases of the monitoring function – Setup, Monitoring, Alarm and Record. Any Client IP device can be monitored by our support team and any customer notification procedure carried out.

BANDWIDTH REPORTING (PS70011.REC & PS70011.NR)

Bandwidth reporting service is an outsourced monitored reporting tool designed to provide vivid information on network health and services levels contracted by customers for any device connected within our datacentres. This service is available 24/7 from the Internet for all Equinix customers without any restrictions using IP services. Equinix will access and check directly through the Internet information regarding its network functioning. Various information such as traffic loads, traffic trend and line health are available from this service. The customer is able to choose between different formats for the presentation of this information: per day, per week or per month.

SUITE ACCESS REPORTING (PS70017.REC & PS70017.NR)

Suite access reporting is a service by which Equinix reports access to the customer suite. The format of the report is discussed and agreed with the customer. It is to protect the customer equipment integrity by informing the customer on flow of people into the suite.



CONTACT EQUINIX

Head Office

t: +44 845 373 2933
e: info@eu.equinix.com

United Kingdom

t: +44 845 373 2933
e: unitedkingdom@eu.equinix.com

France

t: +33 0 1 48 17 65 00
e: france@eu.equinix.com

Germany

t: +49 69 920 420
e: germany@eu.equinix.com

Netherlands

t: +31 53 434 0570
e: netherlands@eu.equinix.com

Switzerland

t: +41 44 355 6900
e: switzerland@eu.equinix.com

