

Company Profile

**Outstanding data centres.
Expertise you can trust.**

Europe's leading provider of premium
carrier-neutral data centres.



Outstanding data centres. Expertise you can trust.

TelecityGroup is Europe's leading provider of premium carrier-neutral data centres.

Organisations from around the world rely on our highly-connected, resilient and secure data centres to maximise the efficiency of their IT operations, reduce overall risk, and free them to focus on their own core business.

Our network of European data centres host the major national and international telecoms operators, content distribution networks and internet exchanges. The world's leading financial services companies, cloud operators and content companies also use TelecityGroup data centres as hubs for connecting with each other.

We're data centre experts with a reputation built on reliability, flexibility, transparency and excellence in service delivery.



Front cover image
Routine checking

This page
New data centre capacity

Premium data centres. Empowering your business.

Headquartered in London, TelecityGroup operates data centres in prime locations across Europe including Amsterdam, Dublin, Frankfurt, London, Manchester, Milan, Paris and Stockholm.

TelecityGroup provides premium data centre and colocation services in key connectivity hubs across Europe, designed to meet your data centre needs and connectivity requirements. Every data centre will bring you flexible, scalable, efficient and secure solutions with the widest choice of connectivity options.

The TelecityGroup difference

Quality infrastructure and operations

TelecityGroup designs and builds data centres in key locations to provide sophisticated levels of resilience, security and operational expertise with extensive connectivity.

Flexible, transparent and customer-focused

From the moment we first engage with you, we provide flexibility at every stage of the relationship. From choosing your particular location in the data centre to selecting the power, services and support levels you require, we deliver solutions to meet your evolving needs.

Experience

Everything we do involves designing, building and operating data centres throughout Europe. From cross-connects and connectivity to complex power management, we understand every aspect of data centres and how to make them work for your business.

Environmental leadership

TelecityGroup is recognised as the industry leader in designing and implementing innovative systems, processes and technologies that improve efficiency and reduce carbon emissions.

Expanding European presence

We have an expanding presence of premium data centre capacity in the key cities where you need us most. Our programme of demand-driven expansion ensures we continue providing capacity to support our customers' long-term business growth.

Unrivalled connectivity choices

Our carrier-neutral data centres deliver direct and unrivalled access to the major local, national and international telecoms operators, content distribution networks, major broadband networks and European internet exchanges.

The world's leading financial services companies, cloud operators and content companies use TelecityGroup data centres as hubs for connecting with each other.

Financial stability

TelecityGroup plc is a profitable and financially robust UK FTSE 250 company with a strong balance sheet and diverse customer base.

Additional services

TelecityGroup offers a wide range of value-added services including tiered levels of support, internet connectivity from multiple carriers and fully redundant infrastructure through our disaster recovery service.

A woman with dark hair and large hoop earrings, wearing a grey blazer, is engaged in conversation with a man whose back is to the camera. He is wearing a light blue shirt. The background is a warm, yellowish-orange color.

250

TelecityGroup is a strong and financially robust **FTSE 250** company that you can trust with your business.

Data centre tour

Infrastructure you can rely on. Resilient, secure & always available.

Our core business is designing, building and operating highly-connected and secure environments to house organisations' technical, web and IT infrastructure.

In every data centre, state-of-the-art building management systems monitor each critical element of the facility. We have a rigorous and comprehensive maintenance and investment programme for each data centre.

Premium data centres – applying our expertise

TelecityGroup has a track record of building and operating data centres that customers can rely on. In every TelecityGroup data centre, you can be sure we have applied many years of experience to create the best possible facility for your technical, web and IT infrastructure.

Resilient power

Fully redundant and resilient power supplies, at a minimum of N+1, ensure guaranteed uptime.

Energy efficient

Our data centres are designed to operate as efficiently as possible. New technology and innovation are fundamental elements of new data centre design, and we invest considerable resources into ensuring that the efficiency of our existing facilities is the best in the industry.

Secure infrastructure

Extensive physical security, including round-the-clock monitoring and controlled biometric and visual identification access, protect our infrastructure.

Intelligent fire protection

Highly sensitive detection and suppression systems minimise the risk of fire.

Strong, stable and secure

When selecting TelecityGroup as your data centre partner, you need to know we are going to be there for the long term.

TelecityGroup is a financially secure UK FTSE 250 company with a diverse range of customers. This financial strength ensures we can always provide you with reliable services that adapt to your changing and growing business.

Our data centres:

Protect and connect your web and IT infrastructure.

Help you drive operational efficiency.

Offer the highest levels of reliability.

Provide flexible support.

Are managed by experts.

Deliver infrastructure adaptable to your needs.



100

Every day in each data centre, over **100** checks are performed on the core infrastructure and building management systems.

Each month, we also force a blackout to test infrastructure response.

Unrivalled connectivity. Unparalleled choice for your business.

Key national internet exchange points (IXPs) located in TeletyGroup data centres across Europe:



SFINX



A TeletyGroup data centre is a thriving, connected, digital ecosystem. Each carrier-neutral facility gives you direct access to an unrivalled choice of international and local fixed line, broadband and mobile networks, internet exchange points, content distribution networks, trading platforms and cloud hubs.

To meet your peering and transit requirements, you can interconnect with Tier 1 and Tier 2 global and national network providers, and Internet Service Providers (ISPs).

Our data centres offer direct and unrivalled access to the key European Internet Exchange Points (IXPs), including LINX, DE-CIX, AMS-IX, NETNOD and France - IX. By taking advantage of the flexibility and choice of connectivity in our data centres, you can improve your online performance and reduce your network costs.

You can also connect directly to our IP Multihome service, which allows you to distribute your content through multiple Tier 1 carriers and IXPs, without the complexity of maintaining multiple contractual relationships. Additionally you can connect seamlessly with any other TeletyGroup data centre via our DWDM network service.

A close-up photograph of a person's hand holding a blue fiber optic connector. The background is a network switch with many yellow cables plugged in. To the right, a blue testing device with a screen and buttons is visible. The number '400' is overlaid in large white font.

400

With over 400 carriers, internet exchange points, content distribution networks, financial services companies and cloud hubs, each TelecityGroup data centre provides maximum connectivity options.

Testing a fibre install

Data centre experts. Dedicated to supporting your business.

Every TelecityGroup employee has a commitment to customer service, an honest and transparent approach, and complete confidence in our knowledge of data centres.

Our engineering experts engage with our customers, applying their knowledge to deliver flexible and practical solutions, while our commercial teams work with customers to provide solutions that create value.

We understand the need for responsive, expert, always available hands-on support. Our teams are onsite day and night, ready to support you.

Whether you're planning to expand your business or considering launching new products and services, we are here to offer the advice and support you need. We believe no other data centre partner is more focused on helping your organisation thrive and improving the way you do business.

TelecityGroup teams are qualified to support major server and networking hardware and software from providers such as Cisco, Zeus, Fortinet, Juniper, Foundry, Checkpoint and Citrix.

Putting customers first

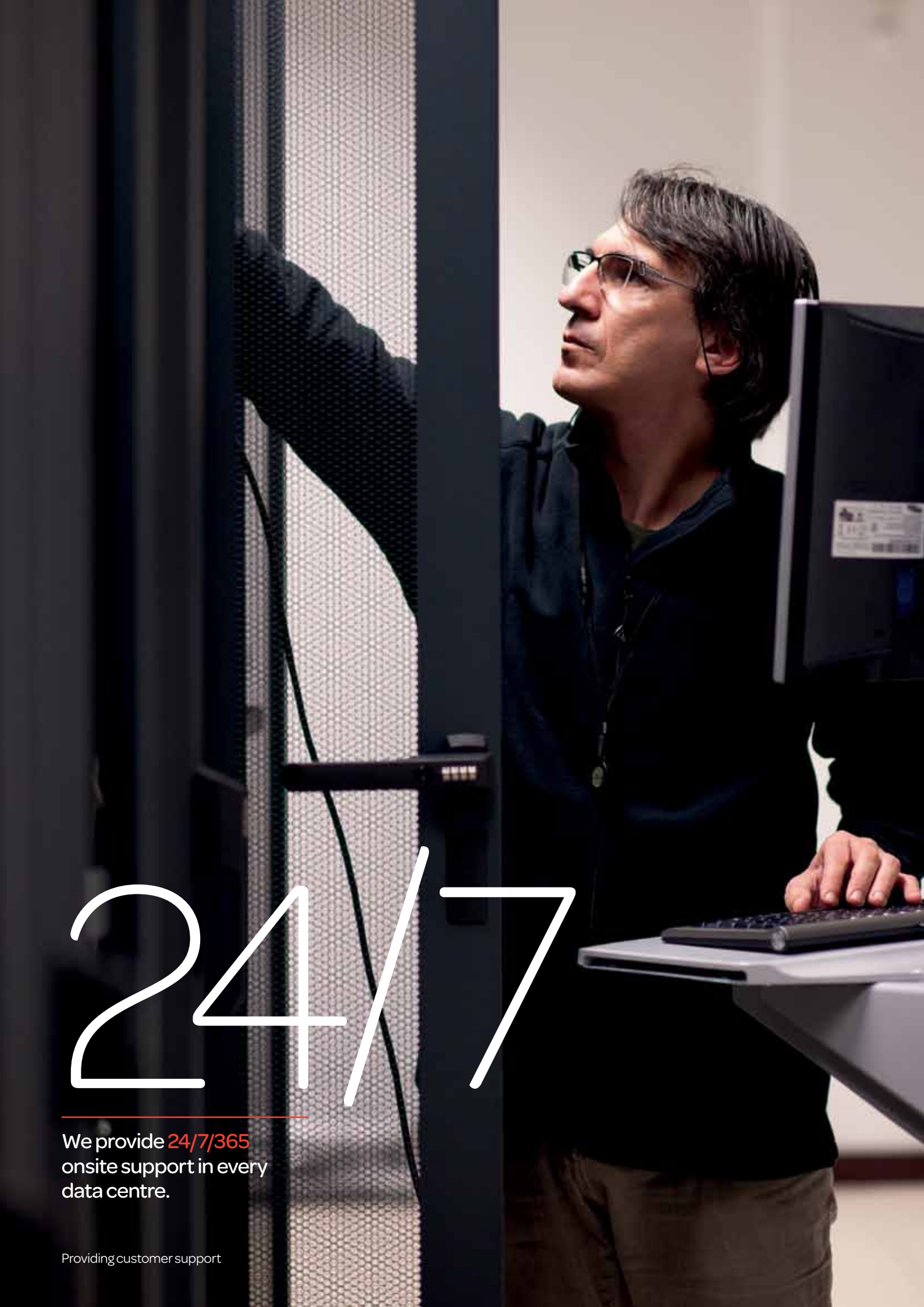
We invest significantly in the quality and expertise of our people.

Committed and dedicated to you

100% of our team are committed to delivering exceptional service and 80% are in roles totally dedicated to you.

Experienced and responsive

Our experienced and responsive teams are available 24/7/365 to provide ongoing maintenance and support.



24/7

We provide **24/7/365**
onsite support in every
data centre.

Providing customer support



“TelecityGroup provide data centre services for CSC and our clients here in the Netherlands and we chose them on the basis of their high quality facilities and processes and the can do attitude of their staff.”

Jim Stevenson
Managing Director, CSC Netherlands



Locations across Europe. Expanding to meet your needs.

TelecityGroup has data centres in key markets across Europe. Our expansion plans continue to deliver premium carrier-neutral data centre capacity to ensure customers can grow.





Flexible services. Designed around your business.

Our experience managing a broad range of customer data centre requirements enables us to create a solution that matches your exact needs. Our flexible approach, locations and additional services also mean we can deliver solutions unique to every business.

Many organisations face the challenge of deciding whether to build or buy data centre capacity. We can help you avoid the cost and complexity of building, powering and operating your own data centre space.

From basic troubleshooting to comprehensive hands-on support, you define our level of engagement.

Core data centre services

We offer secure, resilient and fully redundant facilities for organisations seeking to house essential equipment.

Colocation

Our services range from single racks to dedicated suites and complete data floors. Whatever your requirements, our team of experts can advise you on implementing the best solution.

Flexible, scalable power densities and delivery

You choose how much power you need and where you want it to be delivered.

Our flexible approach

Flexibility

Flexible service configurations to match your business needs.

Consultative approach

We will always work closely with you to understand your business and design a service that is suited to your requirements.

Unrivalled connectivity

Our data centres offer direct access to hundreds of carriers and major internet exchanges. We also operate our own inter-site network service.

Resilience

Our infrastructure provides reliable and consistent power availability and cooling.

Security without compromise

Multiple layers of security, from building design through to advanced biometrics, ensure your assets are secure.

Scalability

Scale your services as you grow.

Additional IT and connectivity solutions

To complement our core data centre services, we offer a wide range of additional solutions, including:

IT infrastructure design and consulting.

Network services.

DDoS mitigation.

Internet security services.

Data backup.

Server management and performance optimisation.

Disaster recovery and data centre replication.



80%

80% of our staff are employed in customer-facing roles. 100% are committed to delivering exceptional service.

Setting the standard. Meeting our responsibilities.

International standards



Awards



As the leading operator of carrier-neutral data centres in Europe, we are committed to excellence and setting the benchmark in our environmental strategy and quality standards.

Committing to excellence

Our data centres are certified to the following international standards:

ISO 27001:2005

Information Security Management.

ISO 9001:2008

Quality Management Systems.

ISO 14001:2004

Environmental Management Systems.

OHSAS 18001:2007

Occupational Health and Safety Management.

PCI DSS

Payment card industry data security standards.

EU Code of Conduct for data centres – Corporate Status

Each one of our data centres has been audited and is operated to the code's best practices for maximising energy efficiency.

Carbon Trust Standard

Recognises our commitment to reducing our impact on climate change by cutting carbon emissions.

Recognition

The Data Centres Europe Awards 2010
Best European Colocation Facility.

Data Centre Dynamics Awards 2009
Innovation in data centre design and outstanding contribution to the industry.

The Data Centre Europe Awards 2008
Outstanding Leader in Data Centres.

Environmental efficiency

At TelecitGroup, we believe we are the most environmentally conscious data centre operator in Europe. Our data centres offer unparalleled energy-efficient environments. This efficiency will help your organisation demonstrate its commitment to the environment.

We help influence both developers and end users of data centre technology through our membership of the Green Grid. This global consortium seeks to provide industry-wide recommendations on best practice, metrics and technologies that improve overall data centre and business computing energy efficiency.

Recognition

Greenbang Award 2010
Best Data Centre Innovation.

UK CEED National eWell-Being Awards 2010

Innovative use of ICT to help the environment.

Data centre leaders award 2010
Improved Data Centre Energy Efficiency.

Green Business Awards 2010
Highly Commended for 'Environmental Project of the Year Award' and 'IT Operator of the Year'; shortlisted for 'Green IT Magazine Company of the Year'.

Data Centres Europe 2009
Best Leadership and Innovation in Environmental Policy.

Information Age Awards 2009
Finalist for 'Green IT Innovator of the Year'.



1st

TelecityGroup was the 1st data centre provider to adopt the European Union code of conduct for data centres.

Climate change research in a data centre

From start-up to Fortune 500. Companies rely on us.

Customers



We believe there is no better measure of our success than the trust our customers place in our services. Our dedication to meeting customers' needs has resulted in long-term relationships with organisations that recognise the part we play in supporting them.

"We put a huge amount of trust into TelecityGroup to ensure our equipment is maintained 24/7 and we've been happy with the service they have provided."

Dave Skorecki
European Infrastructure Manager,
Fender Europe

"In TelecityGroup, we have found a reliable partner with the capacity to cater for the very strong growth in our IT infrastructure requirements while meeting our exacting needs for redundancy, high availability and service quality in the data centre."

M.Simon
Technical Director, Digiplug

"TelecityGroup's strict security procedures, including its adherence to the ISO27001:2005 standard for information security management, are crucial reassurance for our customers. We have always been very impressed in the protection that TelecityGroup offers from every potential threat; there are no other providers we would trust to safeguard our customers' data."

Gary Bury
Managing Director, Mediaburst

"We decided to outsource the hosting and security of the site to a specialist, to guarantee we could deliver a consistent quality of service while focusing on the site's content. TelecityGroup's highly resilient and secure facilities, combined with their skilled staff, offered just the service we were looking for."

Mike Coogan
Marketing & E-Commerce Director,
Toys "R" Us



60%

60% of our business growth comes from existing customers – a result of our commitment to building open and lasting relationships with them.

Explaining the cooling system

Visit our data centres. Take the tour.

Amsterdam

+31 (0)20 564 0800
nl.info@telecity.com

Dublin

+353 (0)1433 2000
ie.info@telecity.com

Frankfurt

+49 (0)69 900 210
de.info@telecity.com

London

+44 (0)20 7001 0000
uk.info@telecity.com

Manchester

+44 (0)870 750 2990
uk.info@telecity.com

Milan

+39 02 489 8000
it.info@telecity.com

Paris

+33 (0)149 97 30 60
fr.info@telecity.com

Stockholm

+46 (0)8 799 3800
se.info@telecity.com

Choosing the right data centre partner is an important decision. You want a company that can deliver the expertise and infrastructure you need to reduce costs, improve performance, and enhance your services.

At TelecityGroup, we build open, transparent and lasting partnerships with all our customers. We do this by delivering reliable data centre solutions that enable you to concentrate on your core business. That's why we would welcome the opportunity to meet you in person.

Visit one of our data centres and discover just how far we go to deliver outstanding services that support your business.



This page
Viewing new data centre capacity

Back cover image
Patching



where content meets connectivity

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of premium carrier-neutral
data centres.

www.telecitygroup.it

