



# TelecityGroup Managed Services Portfolio

## *Rely on us for a guided choice*

The relentless pace of change is continually transforming the technology landscape. The demands on IT resources continue to grow, as companies look to extend their network capabilities, integrate and deploy new technologies and securely handle the explosive growth of data being produced by users on a daily basis.

The speed of transformation means there are now more and more options available in the market, and the lack of standardised practices regarding how IT – and cloud-based solutions in particular – are defined, further adds to the problem of how to identify the right approach.

To effectively manage IT provisioning for the digital age, it's imperative to maximise the efficiency of existing resources and juggle the expectations around prudent expenditure for new deployments, while also keeping a firm handle on making sure the needs of the business are being met. Outsourcing the management of mission-critical infrastructure, allows organisations wanting to modernise their IT with a flexible and affordable path to deploying the latest technology on offer, safeguarded by the expertise of skilled professionals.

### *Modernising your IT Infrastructure*

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TelecityGroup's Managed Services offer a portfolio of solutions that can be tailored by our subject-matter experts to satisfy even the most sophisticated technology environments. Customers have access to secure, always-on IT resources, with resilience and reliability built-in to handle even the most extreme workloads.

To meet the challenges of modernising your technology, our approach focuses on providing tailor-made solutions that are expertly managed, and can adapt to your evolving business requirements. With an emphasis on delivering the best possible user experience, we achieve this through proactive management, trusted process adoption and by relying on our proven capabilities.

Organisations can take advantage of Managed Services to:

- Streamline the introduction and management of new technologies
- Bring knowledge and expertise in-house, without the headcount overheads
- Accelerate speed-to-market efforts by building scalable, future-ready solutions
- Focus attention on strategic priorities by outsourcing day-to-day management
- Maximise return on infrastructure investments



Our portfolio provides secure, reliable and flexible solutions that enable business productivity, while enhancing the customer experience for end users. It brings accountability and transparency to IT provisioning, guiding you through the technology landscape to improve service delivery, and help drive down costs. The result? IT teams that are empowered to deliver:

- Industry leading expert management and monitoring of infrastructure, network and applications for service continuity
- Best-in-class proactive management, processes and capabilities to ensure peak performance for all IT users

- Continuous growth by eliminating user downtime, mitigating risk and improving application availability
- IT innovation that champions organisational causes, directly addressing the evolving needs of the business in a flexible and agile manner
- Optimized operational spend on IT investments by leveraging the cloud and virtualization to free up funds for strategic projects

## Portfolio Overview

Working with your IT team, TelecityGroup solution consultants can assess your network needs, identify opportunities, make deployment recommendations, and optimize your IT expenditure through virtualization and cloud-based solutions. We understand what's important to you, so we've created a flexible portfolio that caters to the needs of where you are in your IT evolution.

### Technical Solution Services

TelecityGroup solution consultants work with you to design, build and run a bespoke IT platform that fits your business priorities, budget and timelines. Our experts provide the skills and expertise to help create secure and reliable compute, storage, network and back-up solutions that can be tailored to your current and future business needs. The flexibility to decide which components of your IT resources to outsource, and the choice of tier one vendors from within our eco-system means you're in control of the decision making, while we provide the management of services.

### Infrastructure-as-a-Service

A virtualised compute and storage platform, designed to suit your application workload and built for high performance and security. By taking care of the day-to-day management of your platform, you're left free to focus on running your business.

We offer two deployment options:

Our **shared option** gives you dedicated processing power with shared storage, networking and management on our secure

platform. Simply tell us how much computing power and storage space you require and we take care of the rest.

If the highest security standards are critical for you, our **private option** is ideal. As well as dedicated computing, you get your own network, storage and management hardware, stored in your own dedicated rack.

As a custom option, you can also connect your shared or private service to the public cloud to create a **hybrid environment** using TelecityGroup's Cloud-IX service.

### Network Services

Network Services to provision secure, fully-redundant, connectivity to the internet and direct to leading Cloud Service Providers. We achieve this via a choice of connectivity options to, from and between our data centres, giving 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.

### Storage-as-a-Service

Flexible, dedicated physical storage, located in TelecityGroup data centre facilities, with simple, on-demand provisioning. Built for security and performance, our storage solutions are underpinned by strict compliance with European privacy laws. Our cloud-based storage solution gives you the cost benefits of the public cloud's shared resource, but is delivered on your own dedicated equipment. There's no risk of quality of service issues and airtight security is guaranteed.

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## **Backup & Archiving Service**

Automated, fully managed data backup and recovery services to reduce the impact of IT crashes, human error and natural disasters, by giving you limitless capacity to support business growth, retention and recovery requirements. A suite of solutions, available in a variety of deployment options and located in our secure data centres, we keep your business running by never compromising critical data management.

## **Security Services**

Protecting your business by providing defence against attacks to your IT, even before they happen. Our experts can design, build and manage a security solution that meets your business goals, budget and timelines, built on the vendors you know and trust. To further underline our commitment to security best practice, we're accredited with the ISO27001:2013 Security Management standard, to protect all information assets in our data centres.



## Our Approach

The foundations of our Managed Services approach are based on the same award-winning principles we apply to Data Centre management; giving customers a guided choice on how to improve service delivery. We give you the ability to move your IT resources between the secure environment of our data centres, a private cloud and the public cloud, offering a choice of providers from within our pre-vetted eco-system.

With less internal resources needed for day to day troubleshooting, your people can focus on getting involved with the right strategic initiatives as a true business partner, freeing up time and funding to invest back in to developing your core business.

## Why TelecityGroup

In an ever evolving technology landscape, we support you on your IT journey. As your business tackles the challenges of today, preparing for what the future holds, you can rely on us to guide you through important changes, as a trusted adviser who shares your values.

We're proud of our technology, underpinned by expert knowledge, industry accreditations and a unique approach to reducing complexity that's tailored to your needs.

From data centres to secure cloud services, our breadth of services, operational excellence and customer-centricity are backed by our people and the processes supporting them. Offering location convenience, extensive coverage, and a rich heritage, with a track-record of continued innovation, investment and financial stability, you're safe in the knowledge that you can rely on us.

*Accelerating your digital journey  
with Managed Services you can rely on*

# TelecityGroup



where content meets connectivity

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

A leading European data centre provider.

[www.telecitygroup.com](http://www.telecitygroup.com)

### Contact TelecityGroup

To discuss your Managed Services requirements, talk to one of our solution advisers:

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### Connect with TelecityGroup



**#RelyOnUs**