

MEET THE DATUM CONCIERGE

Data centre migration does not have to be stressful...



Datum Concierge supports clients with practical assistance and advice at every step to smooth the transition into the data centre and assure a positive outcome.



STEP 1 PRE CONTRACT

- ◆ Benefit from Datum's accumulated knowledge and experience in a **pre-contract review** of your requirement for potential cost savings
- ◆ Datum will engage with **third party providers** to support your infrastructure placement eg connectivity providers, cabling



STEP 2 PRE DEPLOYMENT

- ◆ **Final check of** technical design can identify time and money savings for the deployment
- ◆ Datum Operations team will ensure all racks are prepared and provisioned **in readiness**
- ◆ **Datum will organise** pass cards, access rights, visitor bookings to ensure all key personnel can be on hand for the migration window
- ◆ **Pre-deployment deliveries**—Datum provides secure on-site storage for required kit

STEP 3 IN-DEPLOYMENT SUPPORT



- ◆ **A helping hand**—Engineer on site during deployment to support the transition, no matter what time of day or day of the week
- ◆ **Quality control**—Engineer will verify working cross connects and power
- ◆ **Local knowledge**—Engineer will help the migration team with issues, access emergency stores, escort visitors and provide a detailed knowledge of the facility
- ◆ **Liaison**—Engineer will liaise with any 3rd parties involved in the transition



STEP 4 POST DEPLOYMENT

- ◆ **On-going service**—The Concierge approach does not stop once your kit is deployed. All clients have regular service reviews containing capacity, environmental and access reports, and an appointed Service Manager acts as your single contact point and go-to person
- ◆ **Accountability**—Full ticketing system for service requests enables tracking and ensures follow up



Additional available and integrated elements provided by third parties include specialist migration, removals, connectivity provision, cable installation