

Datum Datacentres provides co-location and data centre services underpinned by a highly available and secure carrier-neutral environment. Extensive supporting services include a 24/7 manned helpdesk, advanced Data Centre Infrastructure Management (DCIM) system and 24/7 technical support. Datum also offers Data Centre Engineering services, available on request, to support your infrastructure. At the most immediate level, emergency response to client-initiated requests is provided alongside scheduled remote hands activities. Standard Engineering services focus on 2 core areas: Emergency Response and Scheduled Engineering Services.

Emergency Response

Our Operations Centre is geared up 24 hours a day with the sole aim of minimising any disruption to your business by providing the quickest response.

Requests for support can be made to +44 (0)845 568 0555 or email: servicedesk@datum.co.uk.

Typical requirements from clients include:

- Power cycling of equipment
- Reporting status indications
- Basic configuration changes



Scheduled Engineering Services

Datum maintains a team of highly-trained and experienced support professional to undertake routine and emergency tasks on request from our clients. Our engineers are on site and can be called on to assist with maintenance or business-critical work when client personnel are unavailable.



Services include:

- Remote Hands engineering services, purchased ad hoc or per quarter
- Custom connectivity installation and cross connects
- Structured cable installation and moves
- Patching
- Visual inspections for remote troubleshooting
- Hardware planning and procurement
- Custom deployment
- Troubleshooting
- Re-racking and relocating
- Decommissioning
- Blanking
- Power cycling and soft-booting