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Trust Telehouse

Today, more and more companies are choosing to outsource their
IT and telecoms infrastructure to a third-party data centre provider.

Taking this strategic decision is a big step

But the reasons why over 1000 firms, from new start-ups and small medium enterprises to
some of the largest publicly listed corporations, all trust Telehouse to fulfill their data centre
and colocation requirements are clear.

Only Telehouse

- Provides the very best-equipped and protected data centre facilities, manned by in-house skilled
  engineers 24x7, to safeguard the continuation of our customers' critical business systems.

- Provides a full portfolio of ICT solutions from a global colocation provider.

- Offers customers the widest neutral choice in connectivity to carriers, ISPs and ASPs.

- Delivers a high-level of customer service with 20 years of industry experience.

Over the following pages we aim to demonstrate the continuity, security and cost-effectiveness
of our management of your IT infrastructure. Equipped with this information, we hope you'll agree
that Telehouse is the most experienced and trustworthy provider of data housing and management
for your particular needs.

A solid business partner…

Telehouse offers premium data centre facilities and
connectivity, along with managed ICT solutions,
providing a secure and resilient platform for mission
critical IT systems. Since 1990, when it pioneered
Europe's first purpose-built data centre in London's
Docklands, Telehouse has grown to provide well over
100,000m^2 of secure data centre/colocation space
across the world.

   It amounts to a genuinely global service, but one
that's close at hand to your business and available
whenever you need access.

Offering market-leading facilities

Telehouse sets the industry standard for the
most advanced, reliable and secure off-site IT
and communications facilities with the benefits of
environmental control, high availability including
redundancy up to 2N+1, fire detection/suppression and
multi-layer physical security systems.

   Telehouse accommodates virtually all of the principal
ISP operators as colocation customers. This means
that corporate customers can have the additional
benefit of access to the latest web-to-customer
technology such as video/audio on demand and VoIP.

A long term partnership

In any outsourcing relationship, the secret of its
success is trust. Nowhere does this apply more than
in the case of a third party provider handling your
business critical IT systems. The combination of over
20 years' experience, financial stability and ongoing
investment in our facilities gives our customers
ultimate peace of mind which provides the basis for
trust and a lasting partnership.

   Telehouse is unique among its peers as having
been consistently profitable every year since 1995.
Our position is further strengthened by the backing of
our Japanese parent company, KDDI, a US $41 billion
turnover, Global Fortune 300-listed company.

The very best-equipped
and protected data centre
facilities, manned by in-house
skilled engineers 24x7.

A Secure Future

Vision

To be the leading name for providing state-of-the-art data centres across the globe, supported by a full portfolio of valuable ICT solutions.

Mission Statement

Our mission is to deliver the highest level of customer service and offer unsurpassed reliability within the industry. To continually invest in our global data centres and provide solutions that enable customers to grow their business.

History

1989
First Telehouse data centre is established in New York, USA and becomes operational.

1990
Telehouse opens Europe's first purpose built colocation facility in London Docklands - Telehouse North.

1994
Telehouse North becomes the primary site for the London Internet Exchange (LINX).

1996
European expansion begins in earnest with the opening of Telehouse Jeûneurs in the heart of Paris.

1997
Telehouse opens Metro site in the City of London. Its Telehouse Broadway Centre, the second New York facility, becomes operational.

1998
KDDI Group establishes data centre presence in Seoul, Korea.

1999
Telehouse London Docklands expands with the completion of the East facility. Telehouse Paris opens Voltaire site in the financial centre of the French capital.

2000
Hong Kong data centre opens for business.

2004
Telehouse Paris wins prestigious Security Award that recognises its exceptional safety policy implemented at its Boulevard Voltaire data centre.

2007
Telehouse Beijing opens for business.

2008
Telehouse Singapore opens for business. Telehouse launch Global Interlink connecting UK, France and USA.

2009
Telehouse opens third facility in France, Magny Les Hameaux near Paris.

2010
Telehouse West, the fourth data centre in London opens for business. Telehouse also open data centres in Cape Town and Johannesburg in South Africa, Hanoi in Vietnam and Shanghai in China.

Outsourced Data Centre Housing & Management: Your Commercial Advantage

In Telehouse's experience, there are several commercial imperatives driving the growing need for corporations to outsource their IT and communications housing and management to a colocation provider.

By partnering with a dedicated data centre, organisations will see substantial ROI and are likely to see their IT budget stretch further. Beyond the financial benefits, IT managers will find that their data centre provider will play an integral role in helping them tackle close scrutiny from government bodies, environmental groups and customers in the increased pressure to be cost effective, efficient and most recently, 'green'.

However, despite the potential benefits seen and already experienced by those that have made the decision to outsource, many organisations are yet to make the move. Telehouse recognises the six most common topics to consider when thinking about outsourcing as follows:

IT managers will find that their data centre provider will play an integral role in helping them tackle pressure from government bodies, environmental groups and customers.

A purpose-built data centre is developed specifically to ensure all power demands are met. The equipment to house the technology is already in place and a data centre like Telehouse can monitor usage and efficiency.

1. The cost and utilisation of power

The operation of IT and Telecommunications infrastructure is extremely power hungry. With the amount of data generated growing exponentially along with the cost of power increasing year on year, it will soon become unviable for companies to manage these rocketing fees internally.

Many companies do not realise that providing a power feed for a rack is only the first hurdle. Cooling systems, back-up systems, 24 hour monitoring are just a few examples of other vital components that need to be powered to ensure the smooth running of any data centre operation.

A purpose-built data centre is developed specifically to ensure all power demands are met. The equipment to house the technology is already in place and with an accurate monitoring system, a data centre like Telehouse can help customers manage their power usage efficiently.

2. Disaster recovery

Unavoidable downtime is a situation that no company wants to experience, but unfortunately it does occur and there is a high chance that every business will be impacted from this at one stage or another. There are more threats to data than ever before, with potential challenges arising from power outages, major IT disruptions, fire hazards, human error and – most recently – terrorism. Realistically, though, the highest threat comes from less publicised issues such as general power failure and human error and it is these that concern the IT manager most.

Purpose-built data centres are designed to overcome these potential problems, automated and manned systems are in place to carefully monitor processes 24 hours a day. Downtime is dramatically reduced due to back-up systems and the threat of data loss is virtually nil when IT equipment and data back-up is housed externally in an offsite high security environment, a service which Telehouse has been providing for over 20 years.

3. Security

Data security is high on everyone's agenda and of extreme importance to businesses today. To ensure it is carried out effectively, a great deal of investment is required to provide the necessary high levels of physical and virtual security, costing IT managers a great deal of time and money.

Data centres have measures in place to eliminate concerns about the security of networks, data and data centre equipment. By using 24/7 manned security and reliable technology to identify visitors to the site, high-tech camera surveillance and caged protection for servers to prevent easy access by unauthorised personnel, IT managers can focus on other areas.

4. Environmental Partnership

Growing pressure from the government to reduce energy consumption is affecting the way organisations look at their IT infrastructure and their operating expenditure. By moving their IT service needs to a data centre, the organisation is effectively transferring the obligation to meet the stringent requirements of carbon reduction to a company that can tackle the need to reduce their carbon footprint. By outsourcing it's data centre, the organisation decreases their own power usage and consequently their overall carbon emissions.

It is vital that organisations team up with ICT partners that take proactive initiatives in their environmental responsibility so that government changes can be provisioned for. Telehouse has invested heavily in energy efficient technology. As an example within the London Docklands site, Telehouse introduced a heat exchange system, efficient cooling units and internal environmental policies.

5. Flexibility

IT managers already have a broad spectrum of responsibilities as part of their remit and being asked to manage and maintain every aspect of a data centre can be extremely time-consuming. Similarly, in smaller businesses there might not be the resources and expertise available internally to ensure data storage is managed effectively.

When companies consider building a purpose-built data centre or upgrading systems already in place, future proofing becomes a serious issue. IT managers become responsible for estimating the amount of extra space needed over a 5-10 year period. Predicting business growth over such a period of time in itself is incredibly challenging, but trying to calculate what server space will be needed from today's data society is virtually impossible.

Through outsourcing, companies are able to easily manage their requirements and can scale the amount of space and systems needed.

6. Expertise

Historically, organisations did not believe in outsourcing services that were core to the overall running of the organisation, such as business-critical data. However, as IT infrastructures are becoming more complex, demanding and expensive, it is becoming harder to find internal resources and expertise.

From past experience, IT managers will gain an instant benefit through outsourcing due to dedicated teams and the latest technologies being in place. The majority of data centre managers and employees have developed a great wealth of experience through countless years in a data centre environment.

For outsourcing to be completely successful, organisations need to be able to trust that their IT infrastructure will be as secure when outsourcing as it would be if hosted internally. By looking at this experience, the level of expertise of a data centre's employees, and their existing customer base, IT managers should easily see that a data centre is the best option available for them.
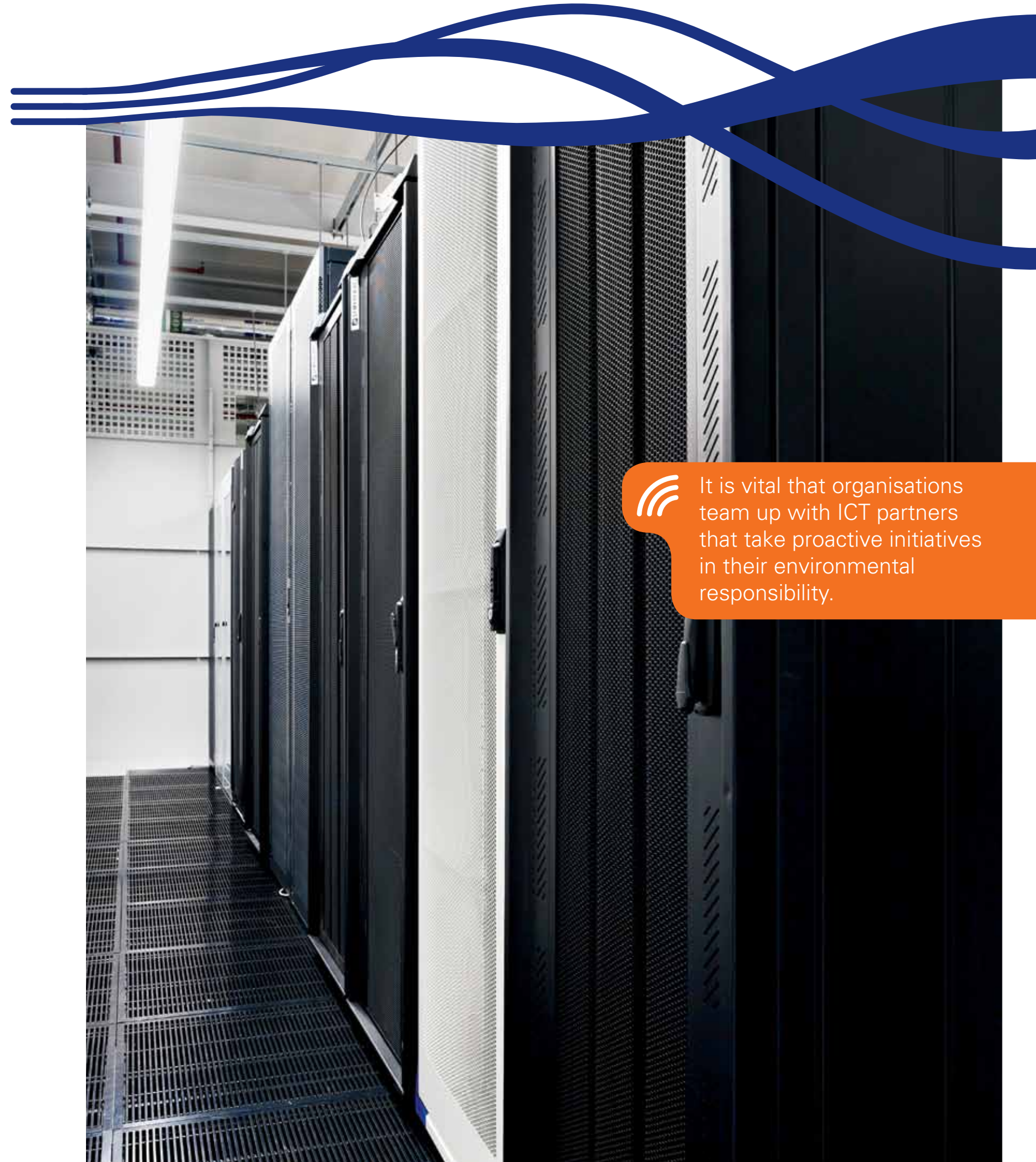
> It is vital that organisations team up with ICT partners that take proactive initiatives in their environmental responsibility.

Telehouse:
A Sound Business Decision

More and more companies are choosing to outsource their IT and telecoms infrastructure to Telehouse. Here are just a number of reasons why:

Experience

Telehouse has over 20 years of experience as an established data centre provider. We conceived, constructed and managed Europe's first purpose-built data centre in Docklands in 1990.

Reliable and Secure

Telehouse provides the very best-equipped and protected data centre facilities, manned by skilled engineers 24x7, to safeguard the continuation of our customers' critical business systems. Sites are also manned 24 x 7 by trained security personnel with CCTV, perimeter fencing and electronic access management. Many of our data centres also have biometric security systems.

Neutral Connectivity

Telehouse operates a policy of carrier neutrality, offering customers the freedom to choose from the widest range of carriers, ISPs, and ASPs possible.

Financial Stability

Telehouse is one of the most financially robust providers in the industry, proving its stability and capability to continually invest in its facilities and services.

Power

Telehouse employs and operates sophisticated power distribution systems for resilience, plus state-of-the-art cooling and building management systems. Telehouse offers redundancy of at least N+1 power and cooling supply at all of its sites.

Value-added Services

Our wealth of expertise means we are able to provide tailored colocation solutions along with managed services and full ICT provision, designed to benefit customers technologically and financially.

Capacity for Growth

We keep up with our customer's rate of growth. Space provisioning ranges from quarter a rack right up to large dedicated suites with the option of a high-power specification with dual power feeds (custom built by us to your specification).

Value for Money

With its strong position in the market, Telehouse is able to offer competitive prices on colocation and ICT packages, and in conjunction with KDDI is able to offer customers competitive rates on their network requirements.

Customer Centric

Telehouse has a wide customer base ranging from large corporations to small enterprises. We listen to our customers and ensure we offer valuable services suited to their needs. We measure our performance based on customer satisfaction and work towards delivering the highest customer service levels in the industry.

Global Standards

We want to ensure our customers receive the same consistently high level of service regardless of location or size. Telehouse employs an internal set of global standards that all branches abide by, ensuring the same quality levels across the world.

Our Facilities:
The Telehouse Commitment

Any third-party colocation and data centre provider is making an important commitment to its customers in providing fully resilient and secure premises for their business critical equipment. Prospective customers should quite legitimately seek evidence that the third party provider is itself committed to those data housing facilities.

Telehouse encourages organisations to visit its sites so that they have assurance of the standard of technology employed in its facilities and to see for themselves the commitment of our 24 x 7 technical and operations staff. On top of this commitment comes the peace of mind in knowing that you are locating your valuable IT and communications hardware in the most secure, reliable and highly connected technical environment anywhere in the industry – a technical environment in which Telehouse continues to invest both now and in the future.

### Shared or dedicated data centre facilities management?

Telehouse provides high quality, resilient, connected data centre and colocation facilities from a quarter rack space in a shared area, through to dedicated rooms. These core facilities are supported by a range of value-added products and services such as tape back-ups, IP connectivity, rack and hardware supply, cable installation and management.

Shared FM

Enjoy all the benefits of Telehouse's high specification, network-connected and secure commercial data centre facilities for the housing of IT and telecommunications infrastructure. Our carrier neutrality allows you to access a wide choice of network providers and our secure and resilient facilities allow you to house critical IT systems with confidence. All our customers receive a high level of support and enjoy the certainty that comes with our inclusive first line maintenance services.

Dedicated FM

Our dedicated data centre suites feature even higher levels of privacy and security as required by certain business critical systems. These are provided in private partitioned areas within our data centre facilities. Standard data centre suites can hold up to 11- 13 racks, but there are many variations in size that can be provided to meet your specific needs. We also have suites that are purpose-built to provide additional high levels of power to meet the most demanding requirements.
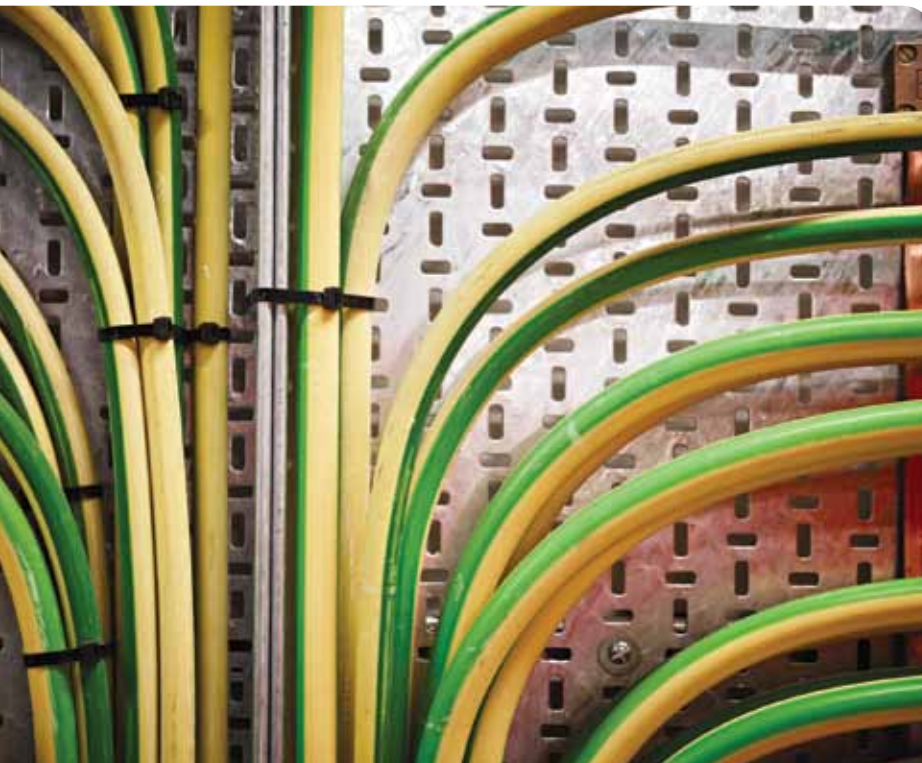
Benefits at a glance

- Telehouse provides data centre facilities to an industry leading technical specification, that ensures the highest availability of business critical systems.
- Facilities that can house primary or secondary infrastructure covering production, mirroring or back-up systems.
- Connectivity through the widest range of carriers; our carrier neutrality means customers have the choice of connectivity to meet their own specific requirements.
- Provision of a secure and resilient element in disaster recovery and business continuity planning.

Security and access

- Highest levels of building security, including constant security by trained security staff 24x7, electronic access management, proximity access control systems and CCTV.
- Security balanced with the need for customer access; the process of admitting authorised personnel is as quick as possible, while never compromising security.

Environmental control

- Computerised building management systems linked to electrical, mechanical and water leakage sensors and high quality fire detection and suppression systems.
- 24x7 expert technical support provided by Telehouse's own in-house engineering team.

Power and cooling

- Power and air-conditioning provided with built-in redundancy for top quality continuity and reliability; including UPS and back-up generators at all sites.
- Standard minimum power supply is 1 Kva per m².
- Power and cooling resilience provided from N+1 upwards to 2N+1.

ICT Services

Telehouse provides a wide range of products and services to meet its customers' business continuity and network needs and can combine a number of these services together to offer the ideal competitive package. Telehouse can assist in improving the efficiency of a customers' current IT infrastructure as well as building and implementing a comprehensive IT migration plan.

Intersite Connectivity

Telehouse offer a powerful managed Ethernet network spanning Europe, Asia and US allowing our customers equipment to communicate across our global sites as though they were connected to the same local switch. Providing up to 1Gbps bandwidth, ensuring a fast, secure and reliable delivery.

IP Connectivity

A fast, flexible and failsafe route to the internet with burst-to-port capability, providing Internet-optimised conditions for server hosting, including a multi-homing network and server load balancing. Bandwidth services are offered ranging from 10Mb to 100Mb or 100Mb to 1Gb depending on client needs. Features include direct connection to Tier 1 internet carriers, 24 x 7 Network Monitoring and public IP addresses.

External Connectivity

Telehouse offers the ability to connect your equipment located within our data centres to any of your offices across the globe, delivering a scalable multi-site network, designed to specific client needs using our vast networking operation.

Systems Observer

A powerful, web-based, managed device monitoring service, requiring no proprietary software installation with Email and SMS alerts included as standard. It offers Telehouse customers the ability to pro-actively monitor device response time, packet loss, memory usage and provides a raft of other useful statistics.

Software Management

Businesses require efficient applications to run their infrastructure effectively. Depending on customer requirements, Telehouse are able to provide, install and manage software systems and applications best suited to their needs along with technical advice and upgrades.

System Integration

Our breadth and depth of service competencies in software, storage, networking, servers, and data centre facilities allow us to design, plan, implement, and manage end-to-end projects. Our solution competencies include IT Optimisation, Enterprise Security, Business Continuity, Content Management, Business Integration and Business Intelligence.

Virtual Data Centre and Cloud Services

Telehouse's virtualized hosting platform enables bespoke Infrastructure as a Service (IaaS) solutions. Our on-demand utility computing model speeds deployment, whilst delivering elasticity and scalability of resources. Business flexibility is achieved through operating expenditure based commercial terms. The new hosting platform enables our clients to tailor their own hardware and software based solutions using Telehouse's state-of-the-art equipment.

Hardware Supply

Telehouse offers industry leading hardware with pre-installed software for all your ICT requirements such as servers, routers and switches. Hardware that can help build an efficient and secure infrastructure to achieve compelling performance and a high-bandwidth architecture. In addition, Telehouse is able to offer this as a fully managed solution to include the provision, installation, configuration and ongoing maintenance along with future upgrades and technical advice.

Consultation

We understand potential problems and threats to the continuity of business and through our commitment to excellence we can help organizations protect their vital systems and data without impacting their ability to communicate. Following a rigorous audit our highly trained and professional consultants will work in co-ordination with or independently to our customer's staff to propose a holistic solution to their requirements.

Global Map

Headquartered in London, Telehouse operates 39 data centre/colocation facilities in 20 major cities around the world.

Telehouse, UK

- Telehouse North
- Telehouse East
- Telehouse West
- London Metro

Telehouse Asia

- China (2 Data Centres)
- Hong Kong
- Korea
- Singapore
- Vietnam

Telehouse Japan

- Tokyo (10 Data Centres)
- Naha
- Fukuoka
- Hiroshima
- Osaka
- Nagoya
- Oyama
- Sendai
- Sapporo

Telehouse USA

- Telehouse Teleport
- 25 Broadway Centre
- The Los Angeles Centre

Telehouse France

- Paris Voltaire
- Paris Jeûneurs
- Paris Magny-les-Hameaux

Telehouse South Africa

- Cape Town
- Johannesburg

Standards and the Environment

For many businesses, especially within the ICT industry, standards play a fundamental role and in many cases are the deciding factor in the data centre selection process.

Businesses need to select a colocation provider that can set and adhere to the standards written into a service level agreement. Those standards play an important role in the relationship between a customer and its data centre. Telehouse has industry leading performance levels in terms of quality of technology, reliability and efficiency, helping us to propose attractive and highly competitive service level agreements.

Telehouse holds the internationally recognised awards ISO 9001:2008 (Quality Management), ISO/IEC 27001:2005 (Information Security) and the ISO 14001:2004 (Environmental Management) in many of its global data centres.

Environmental Responsibility

We understand as a high energy user the negative impact we can have on the environment through the production of excess CO_2. This is why it is important to us that when we purchase replacement equipment we ensure that it is the most energy efficient that Telehouse can buy. For our customers, radical changes in government policies and legislation are affecting their business and IT expenditure. An increasing number of customers are therefore outsourcing their IT requirements to a data centre such as Telehouse that has proved commitment to the environment and carbon reduction through the achievement of ISO 14001:2004 and the Carbon Trust Standard.

Environmental Commitment

- Design colocation facilities that employ energy-saving technology
- Comply with environmental regulations, legislation and policies
- Monitor carbon emissions by accurately measuring power consumption
- Introduce services that help customers monitor and reduce their power usage
- Partner with environmentally responsible suppliers
- Include environmental responsibility as part of our staff training programme
- Enforce environmentally sensitive recycling schemes
- Meet the requirements of the Carbon Trust Standard
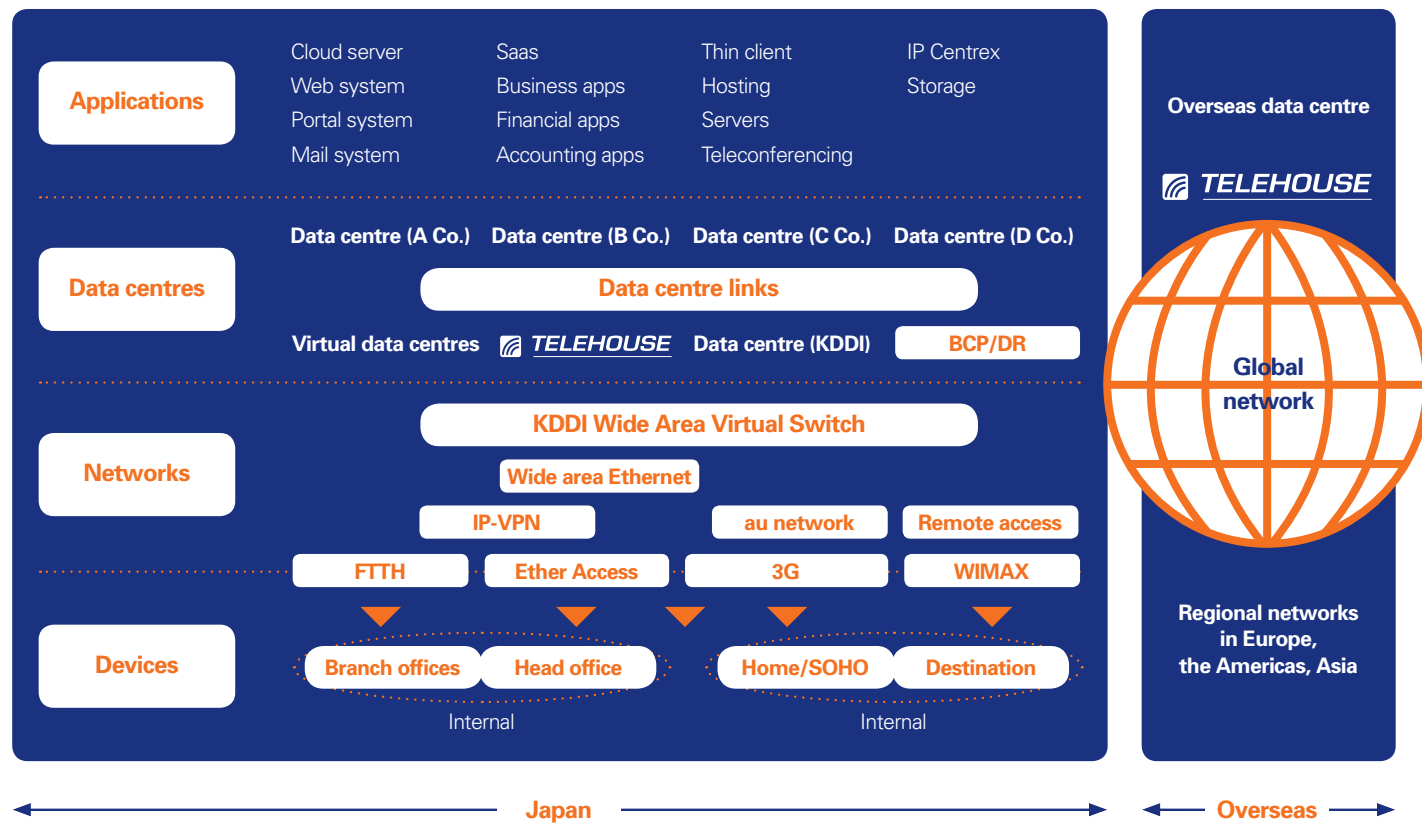- Monitor this environmental performance
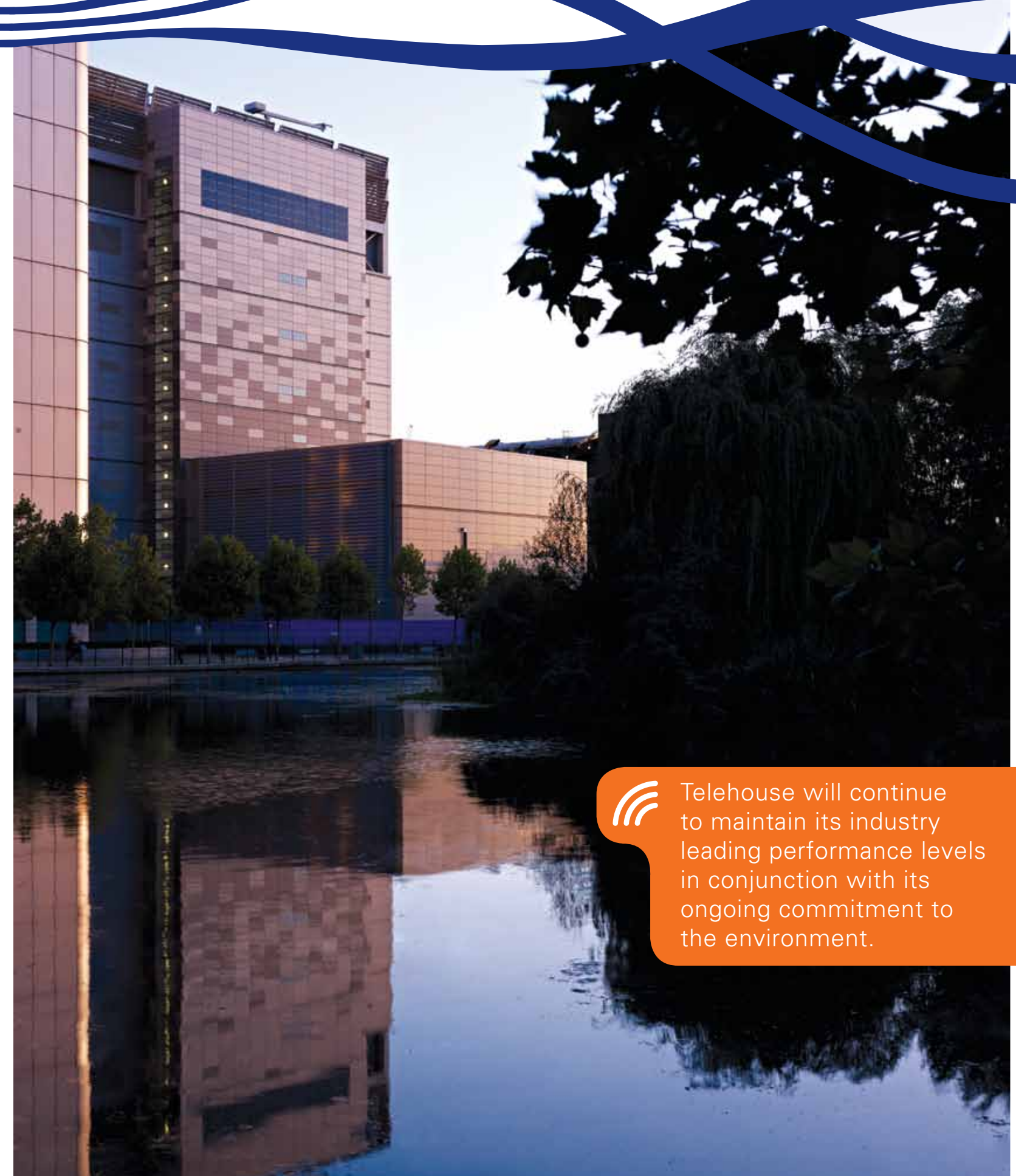
Telehouse will continue to maintain its industry leading performance levels in conjunction with its ongoing commitment to the environment.

KDDI:
Our Parent Company

Telehouse is able to provide a full portfolio of ICT solutions and a comprehensive global network through its parent company KDDI.

KDDI is a major telecommunications organisation in Japan with a proven track record extending over many years, providing a one stop service offering optimal solutions. Its solutions range from the provision of its own network, seamlessly integrating fixed and mobile services in Japan and abroad, to every ICT sector, including data centres, platforms, asset management and security measures.

Applications	Cloud server	Saas	Thin client	IP Centrex
	Web system	Business apps	Hosting	Storage
	Portal system	Financial apps	Servers	
	Mail system	Accounting apps	Teleconferencing	

Data centres

Data centre (A Co.) Data centre (B Co.) Data centre (C Co.) Data centre (D Co.)

Data centre links

Virtual data centres TELEHOUSE Data centre (KDDI) BCP/DR

Networks

KDDI Wide Area Virtual Switch

Wide area Ethernet

IP-VPN   au network   Remote access

FTTH   Ether Access   3G   WIMAX

Devices

Branch offices Head office   Home/SOHO Destination

Internal   Internal

Japan   Overseas

Overseas data centre

TELEHOUSE

Global network

Regional networks in Europe, the Americas, Asia

KDDI established Telehouse Global Standards which are followed in all its worldwide operations, improving the quality of service delivered to its international customers, drawing on its extensive staff experience and technological expertise. KDDI are able to provide single customised solution packages – from the installation of the office environment such as PBX, LAN and PCs, to the provision of ICT consultancy, enterprise resource planning solutions, security measures and ICT outsourcing.

The Telehouse brand of data centres play a fundamental role within KDDI's ICT services both in Japan and overseas and connect cross regional networks to deliver fully integrated business continuity solutions on a global scale.

KDDI is a major telecommunications organisation in Japan with a proven track record extending over many years.