

## **Datacenter Services**

'Reliable. secure and transparent housing, hosting and access to your applications'

*Managing your own servers and systems require not only much time, attention and specialized knowledge, but also much hardware capacity and facilities. Outsourcing means you can focus on your primary processes. The global Getronics Workspace Alliance (GWA) with its individual members have regional datacenter facilities to meet demanding business requirements.*

### **Business enabler and in control**

Such outsourcing can only be successful if that service provider is keenly aware of the fact that when outsourcing services, not only hardware is outsourced, but some of the customer's worries, responsibilities and specific activities are outsourced as well. The GWA will always do their utmost to understand your specific business, and to adjust service provision in such a way that it is unique to each individual customer.

By standardising the underlying basis (hardware and software) and making this as generic as possible, we can focus our primary attention on the customer's specific requirements and desires. In employing this method, GWA wants to be a business partner which knows in advance what is going on in the customer's organisation and which can utilise its techniques for all possible requirements and desires.

With datacenter services GWA provide answers to customers on challenges like:

- How can we control, save and reduce operational costs and improve return on invested capital?
- How can we improve market approach by using new technologies?
- How can we adapt to growth, downsizing, mergers and acquisitions?
- How can we guarantee continuity of business and services with reliable access?
- How can we benefit from virtualisation and consolidation practices with latest delivery standards?
- How can we meet compliance regulations and control data?

### **Datacenter Services provided by the GWA**

GWA datacenter service provisioning is set up from our available regional facilities and modified to the customer's specific requirements and desires, but based on a standardized platform to deliver a mix of services. Datacenter services are optionally provided as part of our workspace portfolio with core services such as service desk, deskside support, hardware maintenance, asset management, server- and network management and global program management.

- **Housing services**

Because companies are becoming increasingly dependent on IT systems and regulations are increasingly imposing restrictions on data security, stringent requirements are imposed on the location in which the (frequently business-critical) IT equipment is housed. GWA facilities offer housing services for the continuity of operational management through guaranteed high availability levels and security procedures. GWA wants to operate in a socially responsible manner and continually takes measures to make their facilities energy-

efficient. This has led to revolutionary new concepts, including “Kyoto” cooling, which is a worldwide example of the philosophy of “Green IT” currently being applied.

- **Hosting services**

GWA offers different kinds of hosting services, agreeable per system including webhosting and back office services for the workspace.

The *standard* service includes a “provisioning tool set” for server capacity, storage capacity, network connectivity, operating systems and applications. These elements can be delivered automatically. GWA keeps reserve capacity in her datacenters at all times, so that virtually any request can be delivered immediately. The *utility* hosting service is virtually identical to standard hosting. However, the shared system layer with virtual servers is always used as the platform. Virtual servers can be rolled out for shorter periods and then removed. *Enterprise* Hosting is intended for specific solutions that are designed for complex applications with extraordinary quality requirements.

- **Storage, backup and archiving services**

Online *Storage* involves making secured storage capacity available for servers’ primary data in conformance with a pay-per-use concept in a flexible manner. You are invoiced for the storage allocated to you (per GB per month). The service is appropriate for both mission-critical situations as well as for less critical environments.

*Backup* is used to safeguard the online Storage data. The data are copied to another medium at another location, so that in the event of problems or a calamity, the data can be reloaded to the online storage via the restore process, after which the production process can be resumed. The storage area intended for backup grows in proportion to the storage capacity used. Pricing per Gigabyte also applies for Backup on Demand.

The *archiving service* is appropriate for data that must be kept for a longer period - in other words data that are not specifically kept to safeguard the production process. One example of this is “Legal Archiving,” in which data must be kept for a number of years in order to satisfy legal regulations. This might include financial data, hospital reports and X-rays, for example. In addition, requirements may be imposed on the storage time for documents and mail for internal operational management purposes. You are invoiced (per Giga Byte) for the storage area actually used for archiving.

- **Systems Management of datacenter located systems**

Systems Management includes all activities that must be performed to guarantee datacenter located system availabilities within the agreed upon service levels.

- **Secure Remote Access to applications and information**

Secure Remote Access offers the possibility to create a secured connection (SSL/VPN-tunnel) to your customer environment within the GWA facilities via the Internet for management purposes. The secured connection can be established using a standard web browser and “near-zero footprint” client software from any workstation that has a connection to the Internet. Authentication (login) is based on user name and password (stored in a new or already existing directory service) in combination with strong authentication consisting of One-Time Password (OTP) technology that uses hardware tokens and/or SMS authentication.

- **Business Continuity Management and Services**

The BS 25999 “code of best practice” is the GWA’s guideline for the implementation of business continuity management processes and measures. The GWA members have a

strong heritage in providing traditional disaster recovery services and next generation availability services.

### **Attractive benefits**

GWAs capabilities in regional datacenter services provide our customers peace of mind and the ability to focus on more strategic processes. Services are adaptive, scalable, secure, always on and match your needs through various tier classes, service options, service levels and continuity measures. It supports savings through pay per use (storage, server, contract etc.) all under one master contract managed by the global program management office.

Datacenter services are energy-efficient through economies of scale and innovative power saving. KPN Getronics, as member of the GWA, is for example the biggest Carbon Reducing company in the Netherlands. GWA has local datacenter facilities - through its individual members - located in the Netherlands, the UK, Belgium, US, Canada, Brazil and India and is prepared to determine how we can support you.

### **Why GWA?**

As ITIL implementer of the first hour and a challenging global player in integrated workspace management, our service has for decades proven in hundreds of companies. Based on a set of common ITIL v.3-based processes, the alliance's workspace outsourcing offerings offer a role-based approach and use highly standardized offerings. Worldwide GWA is a top 3 player in the market for workspace management with strong presence in all regions. You can rely on a consistent and flexible service.

Because IT services for the workspace is our core business, you benefit from economies of a flexible scale - lower operational costs and improved total cost of ownership. Our offer consists of a mix of self-adaptive, remote and on-site services that are tailored to your current organizational and user needs, locally and globally, with strong local business knowledge. GWA works according to tested, certified methods and provides very effective global and local billing including VAT- and tax management we fully take care of. You are assured of optimal results.

GWA offers 24x7 standardized services across different time zones from various global and local service centers. Our Global Service Delivery Model (GSDM) provides a proven, flexible and cost-effective assurance of consistent services worldwide, integrated onsite services and program management tuned to your local and global needs. GWA enables more than 11.5 million service desk supported end-users, services more than 6 million workspace related assets across the globe. GWA has more than 3,800 ITIL certifications and counts up to more than 32,000 headcount.

In addition, GWA is a leading service provider in the field of IT management with an excellent reputation in supporting remote mobile team(net)working and new rich unified communications in the workspace. We offer a one stop shop for a new effective and flexible way of outsourcing of IT infrastructure and support that goes with it because no single provider can effectively meet or deliver the needs of a global client. Tier 1 providers lack the flexibility and agility to respond to client needs in multiple geographies. As a result the GWA is recognized by leading analysts as having a clear vision of the market's direction and focused on providing services to meet future market needs.