



**TELEHOUSE**

HOME TO YOUR GLOBAL ICT SOLUTIONS





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Today, more and more companies are choosing to outsource their IT and telecoms infrastructure to a third-party data center 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 center and colocation requirements are clear.

### Only Telehouse

- Provides the very best-equipped and protected data center 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 over 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 center 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 center in London's Docklands, Telehouse has grown to provide well over 100,000m<sup>2</sup> of secure data center/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 center facilities, manned by in-house skilled engineers 24x7.





# Vision and Mission Statement

## Vision

At Telehouse our vision is a global community that has trust in the protection and security of its data. A highly connected society with the capacity to evolve.

## 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 centers and provide solutions that enable our customers to grow their business.



# Global History

**1989**

First Telehouse data center 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) and hosts the first peering switch in the United Kingdom.

**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 Center, the second New York facility, becomes operational.

**1999**

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

**2000**

Hong Kong data center opens for business. KDDI Group establishes data center presence in Seoul, Korea.

**2004**

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

**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 center in London opens for business. Telehouse also open data centers in Cape Town and Johannesburg in South Africa, Hanoi in Vietnam and Shanghai in China.

**2011**

Telehouse open their fourth data center in North America, Telehouse Chelsea, Cloud Computing Complex in Hong Kong and newly established data center in Turkey, Telehouse Istanbul.

**2012**

Telehouse expands its business to Frankfurt and Germany. Further new data centres are opened in Shanghai and Beijing. Telehouse launch its own cloud service Telecloud with KDDI.





# Outsourced Data Center 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 center, 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 center 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 center provider will play an integral role in helping them tackle pressure from government bodies, environmental groups and customers.





A purpose-built data center is developed specifically to ensure all power demands are met. The equipment to house the technology is already in place and a data center 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 center operation.

A purpose-built data center 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 center 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 centers 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 centers have measures in place to eliminate concerns about the security of networks, data and data center 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 center, 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 center, 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 center 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 center 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.

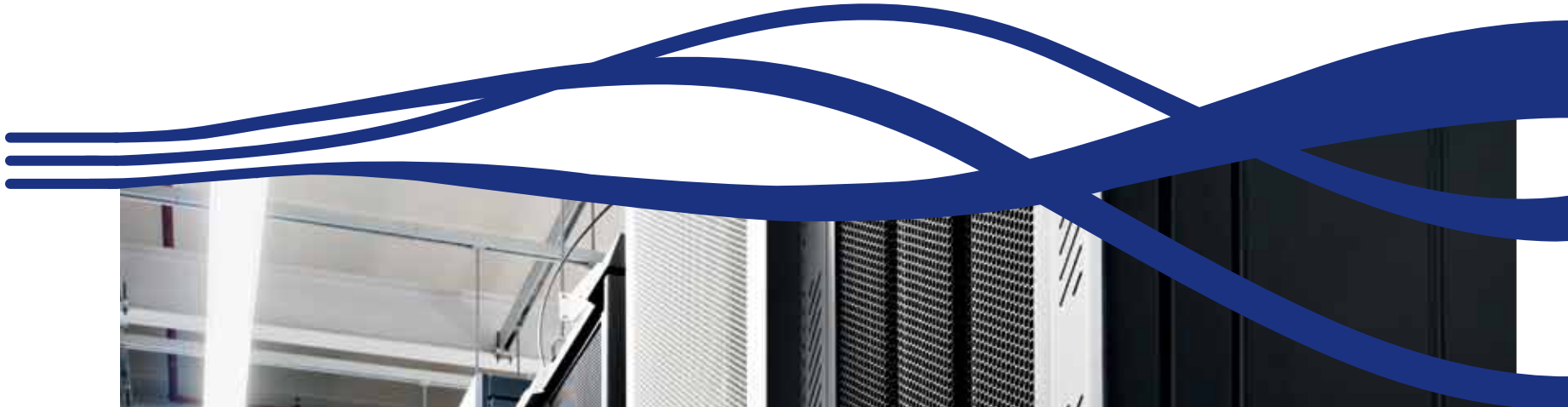
Through outsourcing, companies are able to easily manage their requirements and can scale the amount of space and systems needed.

**6. Expertise**

Historically, organisations did not believe in outsourcing services that were core to the overall running of the organisation, such as the management of 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 center managers and employees have developed a great wealth of experience through countless years in a data center 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 center's employees, and their existing customer base, IT managers should easily see that a data center is the best option available for them.



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# 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 center provider. We conceived, constructed and managed Europe's first purpose-built data center in Docklands in 1990.

**Reliable and Secure**

Telehouse provides the very best-equipped and protected data center 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 centers 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 center 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 center facilities management?

Telehouse provides high quality, resilient, connected data center 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 center 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 center 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 center facilities. Standard data center 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 center 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 customer’s 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 centers 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 center 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 Center 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

Telehouse operates over 40 data center/colocation facilities around the world, delivering a consistent level of professional service. With low latency and high capacity networks in place, Telehouse can connect customer equipment from and to any of our global locations providing a multinational multiple-site data center infrastructure.







# Global Standards

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

Organisations need to select a colocation provider that can build and adhere to the standards written into a service level agreement. Those standards play a important role in the relationship between a business and its data center. Telehouse have 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 hold the internationally recognised awards ISO 9001:2008 (Quality Management), ISO/IEC 27001:2005 (Information Security Management), ISO 14001:2004 (Environmental Management) and the BS 25999 - 2:2007 (Business Continuity Management) in many of its global data centers.

A set of Telehouse Global Standards have been established to ensure our customers receive a consistent level of service when doing business with any of our global data center facilities. Our standards are based on our corporate values of trust, reputation, customer equality and end-to-end provision, which are ingrained in all Telehouse branches to deliver a seamless service.

## 1. Facility Standards

All of our global data centers follow a strict set of guidelines based on basic configurations in the areas of colocation space, electrical provision, air-conditioning systems, fire detection and suppression, water leakage protection, emergency facilitation, cable management and physical security. Telehouse data centers operate infrastructures designed to high tier classification standards ideal for hosting mission critical computer systems with redundant provision.

## 2. Operations and Customer Support

Telehouse have stringent guidelines in place covering daily routines, operation and maintenance of the power and cooling systems in our data centers. As part of operations, prevention procedures on minimizing human-related errors and unexpected failures help Telehouse achieve one of the highest uptime records in the industry. To ensure our multinational customers receive proficient support, Telehouse employ bilingual operators to communicate in English and the local language delivering fast responding remote-hands service and technical support.

## 3. Global Account Management

For customers with data center requirements covering more than one country, Telehouse will build one contract with a single point of account management offering a simple and efficient channel to manage your international infrastructure. A single dedicated account team will allow you to consolidate your colocation arrangement and set up your infrastructure with managed services, network and global monitoring capability.



# Corporate Social & Environmental Responsibility

As the data center subsidiary of our parent company KDDI, Telehouse play an integral role in delivering a safer, secure and comfortable society.

Our key belief in corporate social responsibility lie in the achievement of total customer satisfaction (TCS), where all stakeholders are considered our customers. We build partnerships based on mutual trust and carry out activities through fair and open dealings. Telehouse comply with the law and maintain sound relations with government institutions as well as collaboration with local communities.

The KDDI family identify four major areas of corporate social responsibility:

**1. Creating a safe and secure information and communication society**

**2. Offering reliable information and communications services**

**3. Vitalizing the company by developing a diverse workforce**

**4. Developing Initiatives to conserve the global environment**

The development of information and communication technology (ICT) not only gives society convenience in their daily lives, but it also focuses our efforts to alleviate environmental burden. With TCS as the foundation, KDDI will continue to take on new challenges to contribute to realizing a prosperous, safe, and secure society through ICT by developing new technology and services, training employees and building a stable management foundation.

## Environmental Initiatives

We understand as a high energy user the negative impact we can have on the environment through the production of excess CO2. This is why it is important to us that when we purchase replacement equipment we ensure that it is the most energy efficient that we 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 center such as Telehouse that have proved their commitment to the environment and carbon reduction through the achievement of ISO 14001:2004 and the Carbon Trust Standard.

## Environmental Commitment

Telehouse have led the industry in the past and will continue to do so as we:

- Build colocation facilities that employ energy-saving green 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.

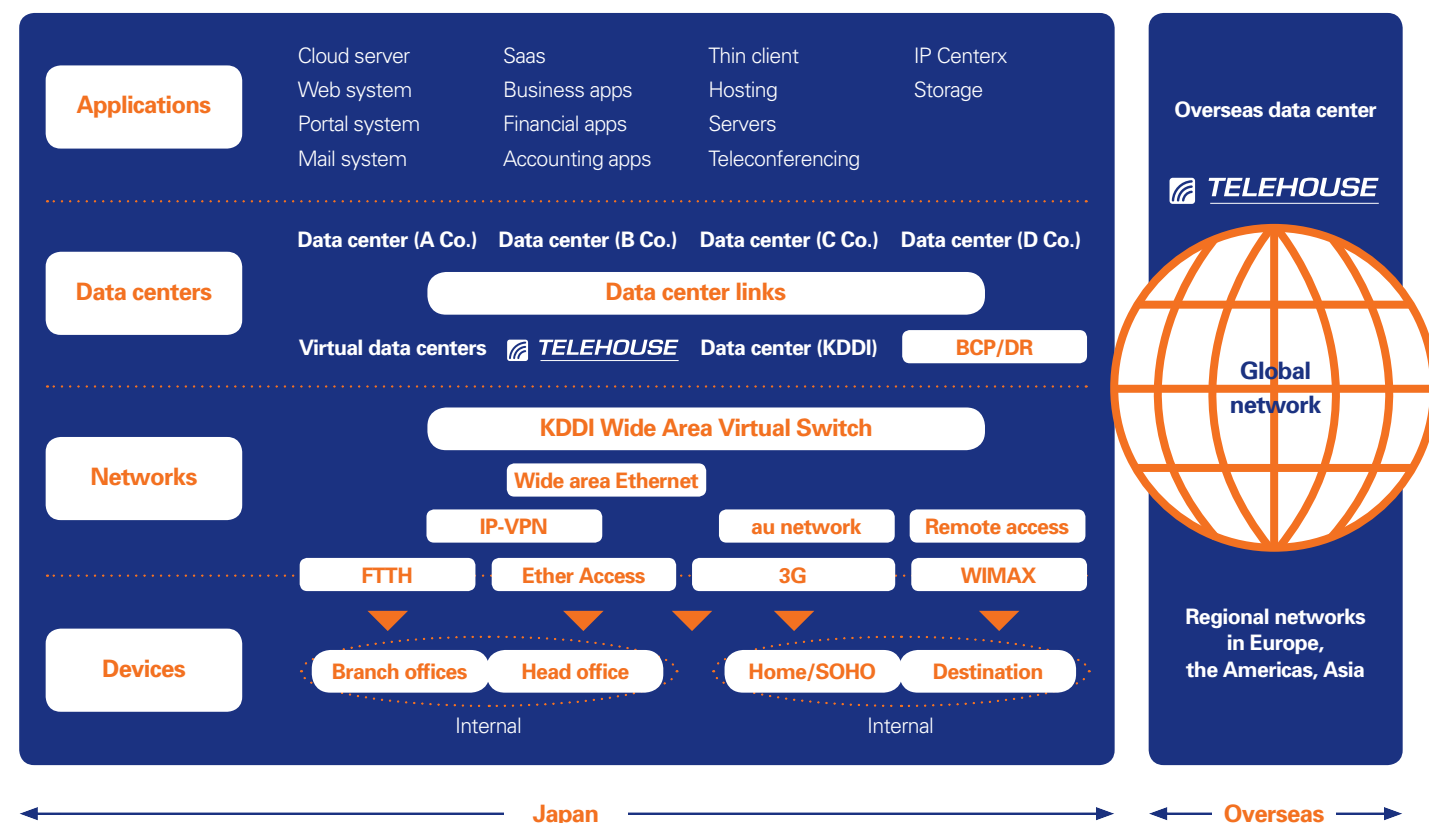




# KDDI: Our Parent Company

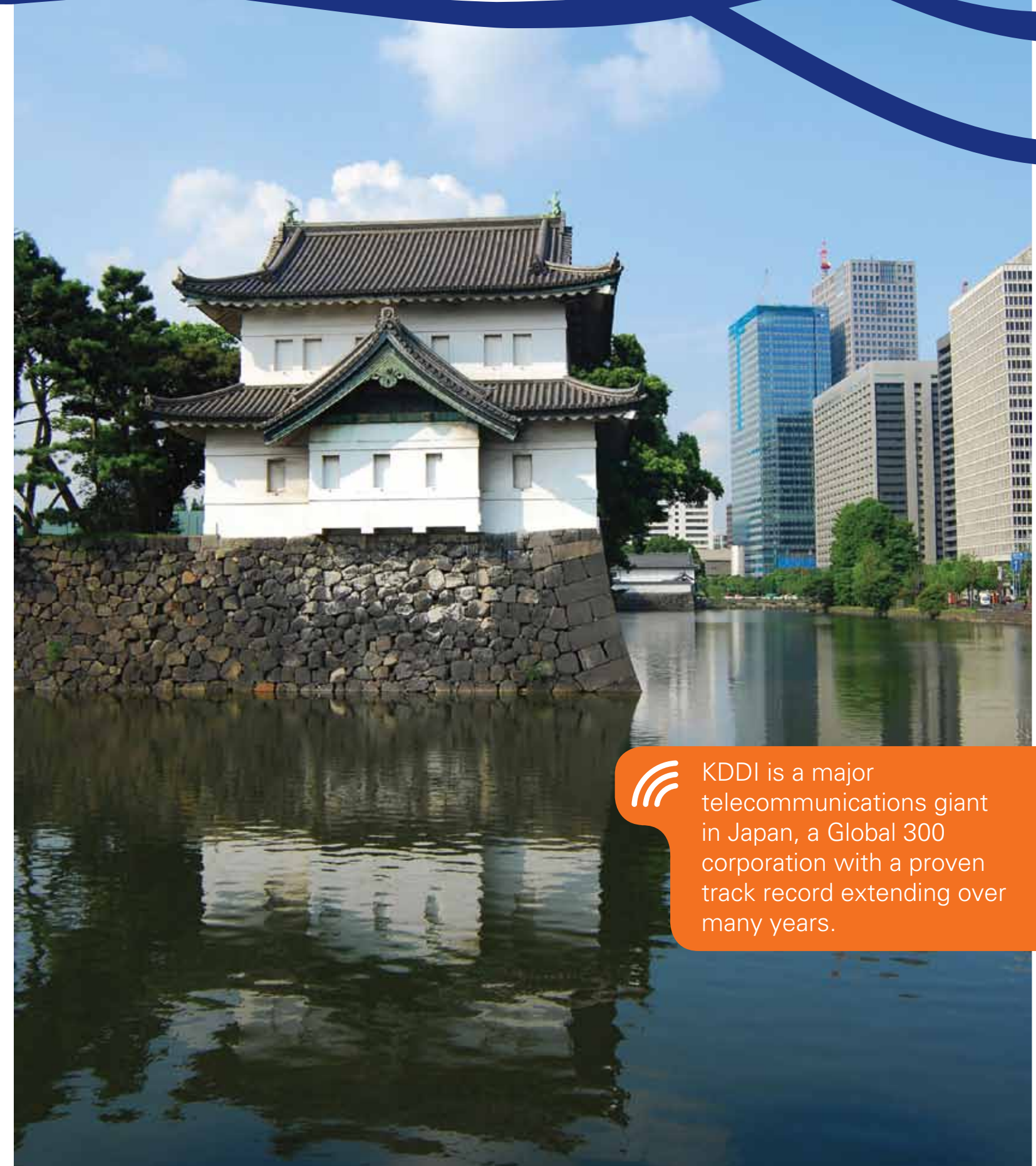
Telehouse is able to provide a full portfolio of ICT solutions and a comprehensive global network through its parent company KDDI.

KDDI is a major telecommunications giant in Japan, a Global 300 corporation 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 centers, platforms, asset management and security measures.



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 centers 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.



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