



**Data Center
Group**



**Data Center
Services**

Ideal support from a single source

**Security and economic optimization
for your IT infrastructure**

We take care of your data center

Reliable, customized and flexible

The data center is the heart of digitalization. To keep it beating constantly, we ensure that it remains powerful, protected and highly available. We are available 24/7 to help you focus on your core business for our contract customers. We take care of the maintenance, security and economic optimization of your IT infrastructures.



Costumized

We provide our customers with the service specifically adjusted to their needs. We offer exactly the services that are necessary and useful for your data center.



Economical

A fast identification of failures or malfunctions can be achieved by continuous monitoring and maintenance of the individual components. Thus, sources of errors can be eliminated more quickly and downtimes can be minimized. This not only saves time, but also hard cash.



Manufacturer-independent

Our employees are trained on the components of all manufacturers. Through our strong partner network, we have access to the factory customer service on request, so that you receive expert services from a single source, independent of manufacturer and make.



Your partner for customized services

We offer comprehensive services - from 24/7 monitoring with real-time recording to rapid troubleshooting. Our technicians and a strong partner network guarantee competent on-site support. Individually agreed SLAs (Service Level Agreements) and preventive maintenance ensure maximum availability and longevity of your systems. With central coordination of all deployments and DGUV V3 inspections during operation, we guarantee smooth processes and maximum safety.

Our range of services

Our services for the optimal operation

Whether for SME customers, cloud providers or colocation data centers, we offer the right solutions for accessing cloud services and applications, optimizing power consumption and ensuring smooth data center operations.

24/7 Monitoring your data center infrastructure

Our monitoring (optionally available) monitors your data center around the clock. All critical parameters are recorded and transmitted in real time. On request, a connection is possible so that the fault clearance process can be started proactively in the event of a report.

Service hotline

Our service hotline is available 24 hours a day, 7 days a week, 365 days a year. All faults are documented and tracked in our service desk's internal ticket system.

In-house technicians and a strong network of service providers

Our qualified technicians and our proven network of partners guarantee fast and competent on-site support - exactly when you need it.

Fast fault checking and rectification

Thanks to our prompt troubleshooting and on-site repairs, we minimize downtimes and guarantee the continuity of your IT infrastructure.

Individually agreeable SLA (Service Level Agreements)

We adapt our service contracts flexibly to your requirements. Whether response times, availability or scope of services - we create the right package for you.

Maintenance & repair: preventive and needs-based

Through regular maintenance and preventive repairs, we minimize the risk of malfunctions and ensure the maximum service life of your components.

Coordination of all assignments and appointments

We take care of the entire planning and coordination of all service calls and maintenance appointments. You benefit from a central point of contact for all your needs.

DGUV V3 tests during operation

Even during operation, we guarantee the legally prescribed inspections of your electrical systems in accordance with DGUV V3 - ideally without interruptions.

We offer you future security



Flexibility and service from a single source

Our maintenance and service concepts are tailor-made and offer you maximum flexibility. From the initial consultation to full implementation, we provide you with everything from a single source.



Personal contact and expert advice

We attach great importance to personal support. Our qualified team will advise you over the phone or on site and respond to your individual wishes and requirements.



Modernizations and escalation handling

We modernize your systems during operation so that you don't have to worry about downtime. Our escalation management ensures that messages from the monitoring system are processed immediately.

Our experience for your success

>800

Service customers

>5.000

Service dates during the year

>20

Countries we serve



Philosophy

Our Service philosophy

Our success is based on a strong service philosophy, which is characterized by the following assets:



Customer proximity

We offer direct contacts and customized solutions that meet the individual needs of our customers.



Flexibility

Our services adapt flexibly to your requirements, regardless of whether short-term changes or long-term solutions.



Reliability

You can rely on a consistently high quality of service, regardless of the area of application.



Speed

With fast response times in the event of faults and problems, we ensure that your IT infrastructure always functions optimally.



Competence

Our team has in-depth expertise in the field of data center support and will provide you with comprehensive advice.



Holistic support

Thanks to our broad product portfolio and close cooperation, you receive everything from a single source, from maintenance to modernization.



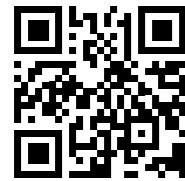
Future orientation

We value long-term partnerships and accompany you on the path to a secure and sustainable future.

Our references

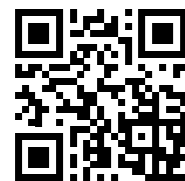
We offer solutions for companies of all sizes - from small businesses to global corporations and the public sector.

Scan the QR code and see more cross-industry references



Rechenzentrum Verden GmbH Massive savings through optimization

Rechenzentrum Verden GmbH, or rzv for short, is the technical service provider of "Vereinigte Informationssysteme Tierhaltung w.V.", or vit for short, the leading information service provider for animal husbandry and breeding. Replacing the chillers and modernizing the data center will make the data center considerably more energy-efficient, thus reducing the company's environmental and operating costs.



DCC Duisburg CityCom Sustainable Data Center for technology district

DCC Duisburg CityCom, an IT and telecommunications service provider, has implemented a state-of-the-art and energy-efficient data center together with DCG. In addition to providing this innovative infrastructure, we are also responsible for the overall maintenance and service of the data center to ensure continuous and reliable operation. The data center meets the highest availability and security standards and supports the growing requirements of the economy and the public sector.



REWE Systems Service for your groceries

With over 1,000 employees, REWE Systems is REWE Group's central solution provider when it comes to information and telecommunications systems. The company takes care of the food giant's IT, our service team takes care of the maintenance, service and optimization of the IT infrastructure - hand in hand and at eye level, so that the food arrives in the supermarkets and supplies the people.

Our other services

Data Center Consulting

Consulting – Advice for the first step into your new data center

Would you like to get advised first? Our experts are at your side right from the start. Together, we develop a customized strategy that precisely meets your requirements - from the initial needs analysis through to a detailed site evaluation. We provide you with professional support during all planning and decision-making processes and ensure that your project takes the right direction from the start.

Data Center Engineering

Engineering – Reliable planning and smooth integration

Do you want to take the next step and move your project forward? We make sure that a vision becomes reality. Benefit from our close connection and cooperation between the engineering and construction departments. This results in solutions that precisely meet your specific requirements and fit perfectly into your infrastructure.

Data Center Construction

Construction – Efficient implementation and precise implementation

Do you want to make your vision a reality and complete your construction project? We make sure that your projects are implemented smoothly and on time. With our focus on the construction of data centers and our expertise as a general contractor and general transferee, we offer you maximum quality and reliability. Thanks to our integrative approach, we create buildings that not only meet the highest standards, but can also be seamlessly integrated into your existing infrastructure.

Data Center Products

Products – Innovative solutions for your requirements

Are you looking for flexible and future-proof solutions for your IT infrastructure? We offer you an extensive portfolio - from micro data centers to modular room systems and data center containers. Our products are designed to precisely meet your specific requirements and enable maximum scalability. With our intelligent technology and first-class quality, we create solutions that are ready for immediate use and can be integrated smoothly into your environment.

Data Center Services

Services – Comprehensive support for reliable performance

Do you want your data center to run perfectly at all times after the construction phase? Our service team will take care of the ongoing maintenance and servicing of your system to ensure that you can concentrate fully on your business. From regular inspections and security updates to 24/7 support - we take care of the technical support so that your data center remains resilient and efficient in the long term.

Data Center Solutions

Solutions – Secure operational management for maximum relief

Would you like a little extra? The Data Center Solutions business unit offers you complete operating concepts that cover all technical and infrastructural aspects. We take responsibility for the ongoing performance and availability of your data center. This allows you to concentrate on your core business while we ensure reliable operations.



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