



**Data Center
Group**



**Data Center
Solutions**

Your trouble-free data center

**Efficient and secure
IT infrastructure operations**

Secure and trouble-free service

For optimized data center operations

To ensure your success, we take care of the smooth operation of your data center. We are flexible to respond to your needs so that your business can grow.



Secure and highly available

By using the latest technologies and experienced experts, we offer you the highest level of security and 100% availability of your IT infrastructures.



Economical

You can outsource tasks for the operation of the supply technology of your IT infrastructures to us. This gives your team time to concentrate on the essential tasks.



Scalable

No matter how large your IT needs are at the moment, we ensure that the infrastructure adapts to your requirements. Whether you need additional racks, relocation services or more network connections.



Secure operations for future-oriented data centers

From ongoing maintenance and monitoring to the optimization and day-to-day operations of your IT infrastructure - with a focus on green IT and sustainable operating concepts, we ensure that your systems run smoothly and efficiently.

By using smart solutions and optimized processes, we maximize the performance of your data center while minimizing its ecological footprint. In this way, we create the basis for a reliable and resource-efficient digital transformation.

Our offer

Services for optimized operations

For small and medium-sized customers, cloud providers or operators of colocation data centers: we support you with innovative solutions that ensure the smooth operation of your data center. This includes optimized concepts for energy efficiency, state-of-the-art technologies for access to cloud services and applications as well as strategies for maximum availability and performance of your IT infrastructure.



Maintenance

We offer maintenance and repair services, remote monitoring and management around the clock as well as deployment in the event of a fault in accordance with the agreed SLAs.

Fault hotline

As a contract customer, you benefit from our 24-hour service hotline. We take care of call handling to ensure documentation and referral to suitable specialist personnel.



Energy monitoring

Whitespace monitoring: temperature, humidity, energy efficiency. All operating parameters of your leased space - from a single rack to a cage - are logged and visualized. We create reports for you to control your KPIs.



What we offer

Data center operation according to DIN EN 50600

We take operate your data center in accordance with DIN EN 50600 (Part 3). This standard ensures that all relevant technical and operational requirements for the infrastructure and security of the data center are met. We guarantee maximum reliability, efficiency and security in data center operations in accordance with the applicable European standards.



Security services

We take care of site security consisting of CCTV, access control, blacklist/whitelist, supplier management and technical support.

Colocation services

We offer the space - you bring your hardware. We provide you with a highly available technical infrastructure for operating your IT - scalable and highly efficient.





Solutions

Customized solutions for your data center

Choose your individual scope of supply

The requirements for today's data centers are diverse and constantly evolving. In order to serve you with the best possible support at all times, we offer four service levels: Basic, Plus, Premium and Premium 365.

Whether you need targeted support in individual areas or a comprehensive all-round service - we adapt to your individual requirements. Our aim is to ensure the smooth operation of your data center and to provide you with optimum support in the further development of your IT infrastructure.

Benefit from our many years of experience, our technical know-how and a service offering that is always based on state-of-the-art technology. From basic support to a 24/7 full-service package, we offer solutions that are tailored to your specific needs.

With our service concept, we ensure that your data center not only meets the highest requirements today, but also tomorrow.

Service packages



DC-Basic

Comprehensive support according to service & maintenance contract

Maintenance of all relevant trades in accordance with the recognized rules of technology

The package includes the following services:

- Fault clearance (technician deployment for fault analysis)
- Provision of fault hotline with ticket system (next business day)
- Maintenance
- Inspection
- Services such as scheduling, document maintenance and logging
- Evaluation of the results and initiation of necessary measures

**Mon - Fri
7am - 5pm**

Availability of the office service (except public holidays)

**24h/
365 days**

On-call service of the fault hotline



Troubleshooting through on-site service (next business day)



DC-Plus

Additional packages for DC-Basic package

Maintenance of all relevant trades in accordance with the recognized rules of technology plus additional options

The following services complement the DC-Basic package:

- **DGUV 3 test** according to DIN VDE 0105-100
- **Service-Level-Agreement (SLA)** for critical systems such as refrigeration and electrical systems
- Regular dates for on-site inspections individual coordination of scope and frequency plannable
- Emergency manual
- Operations management manual
- Safety manual



**SLA: 4h
response time**

Refrigeration systems:

After receipt of the fault report, the technician will begin on-site fault qualification after 4 hours at the latest

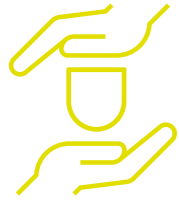


**SLA: 6h
response time**

UPS systems:

After receipt of the fault report, the technician will begin on-site fault qualification after 6 hours at the latest





DC-Premium

Operational support in day-to-day business through DC operator

Daily weekdays 8 am - 4 pm

The following services round off the package:

- Training and support for operating staff
- Evaluation of the current status of the system technology in the course of regular inspections and documentation according to a checklist
- Carrying out the monthly test runs of the emergency power systems
- Ticket support, defect processing and documentation
- Technical support during maintenance and service work
- Initial qualification of faults that occur
- Acceptance point for suppliers after notification
- Other routine activities

In addition, the operations manager offers comprehensive system knowledge and has the necessary experience to ensure reliable and safe operation.



DC-Premium365

Holistic data center operation according to DIN EN 50600

Power operation 24/7 on 365 days

Our premium services in a package:

- Operations management, incident management, change management, inventory & configuration management, capacity management in accordance with EN 50600
- Close coordination with those responsible on the customer side regarding the future direction of the data center strategy and necessary measures
- Setting, switching, controlling and regulating technical systems, unless automated
- Ensuring energy-saving operation
- Monitoring system operation for proper functioning
- Carrying out the monthly test runs of the emergency power systems
- Ticket support, defect processing and documentation
- Technical support during maintenance and service work
- Initial qualification of faults that occur
- Acceptance point for suppliers after notification
- Other routine activities
- Refill consumables as required
- Carrying out simple visual/functional checks
- Appointment of company representatives (electrical/air conditioning specialist, elevator attendant)
- Position of security service
- Green & gray space maintenance



DIN EN 50600



DC-Solutions Matrix

Solution-Matrix

	DC-Basic	DC-Plus	DC-Premium	DC-Premium365
Maintenance of all relevant systems in accordance with recognized technical standards	✓	✓	✓	✓
Troubleshooting (technician deployment for fault analysis)	✓	✓	✓	✓
Service level agreement (SLA) for critical systems such as refrigeration systems or UPS systems, etc.	✗	✓	✓	✓
DGUV 3 test according to DIN VDE 0105-100	✗	✓	✓	✓
Regular appointments and for on-site inspections	✗	✓	✓	✓
DC operator (location manager)	✗	✗	✓	✓
Training and support for operating staff	✗	✗	✓	✓
Recording and evaluation of the current status of the system technology in the course of regular inspections and documentation according to a checklist	✗	✗	✓	✓
Carrying out the monthly test runs of the emergency power systems	✗	✗	✓	✓
Ticket support and defect processing	✗	✗	✓	✓
Technical support during maintenance and service work	✗	✗	✓	✓
Initial qualification of faults that occur	✗	✗	✓	✓
Acceptance point for suppliers after notification and other routine activities	✗	✗	✓	✓
Operations management, incident management, change management, inventory & configuration management, capacity management in accordance with DIN EN 50600	✗	✗	✗	✓
Setting, switching, controlling and regulating technical systems, unless automated, ensuring energy-saving operation	✗	✗	✗	✓
Monitoring system operation for proper functioning	✗	✗	✗	✓
Refill consumables as required	✗	✗	✗	✓
Carrying out visual and functional inspections	✗	✗	✗	✓
Appointment of company representatives (electrical/air conditioning specialist, elevator attendant)	✗	✗	✗	✓
Provision of the security service	✗	✗	✗	✓
Green & gray space maintenance	✗	✗	✗	✓

Milestones

Only four steps to operations

Roadmap to your successful data center

1 Project set-up

- Participation in property takeover
- Personnel and resource planning
- Coordination of the desired orientation and customer-specific requirements

2 Performance planning

- Preparation of service planning (technical inspections/maintenance) based on the documents provided by the client.
- Coordination and definition of the necessary interfaces

3 Development of operations management

- Onboarding of operating staff
- Introduction of the structures required for day-to-day operations

4 Project implementation and realization

- Participation in workshops
- Basic training with systems engineering and building automation
- Setting up the tools and equipment to be kept on site
- Demand-oriented spare parts management
- Documentation, reports, regular meetings

Team-Setup

Team setup

On site



Electrician

Planning, execution and monitoring of electrical engineering work



Cooling specialist

Planning, execution and monitoring of air conditioning work



Elevator manager

Supervision incl. regular inspection of the elevator system



Security staff

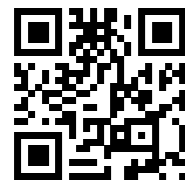
Monitoring of all accesses as well as operational and hazard reports by external service providers



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



Hörmann Support for the market leader

The Hörmann Group, founded in 1935, is Europe's leading provider of doors and gates. In order to avoid IT failures and risks, the company has been relying on the expertise of the Data Center Group since 2012. The DCG manages 13 data centers at Hörmann, including 6 room systems and 7 micro data centers. At the main site in Steinhagen, the Solutions team supports the operation of 2 data centers and handles the initial qualification of faults outside of business hours.



Edeka Rechenzentrum Süd GmbH Site management in the best hands

The Edeka Group relies on reliable IT infrastructures. In 2016, DCG implemented mirror-image data centers for 2 regional companies. Since then, the cooperation has been continuously expanded. Today, DCG manages 7 data centers at 4 locations with capacities of up to 1,900 kVa. In addition, 4 central warehouses are supported with redundant systems, while operations at EDEKA Süd's main site are also actively supported by weekly control appointments.



O₂ Telefónica Testlab data center for the mobile network

O₂ Telefónica manages over 44 million mobile phone connections. The Data Center Group supported the relocation and implementation of a new Testlab data center. Today, the Data Center Group is responsible for the operation of a Testlab data center with 2,500 kVa connected load at the Munich site. Our experts also ensure smooth operation, maintenance and troubleshooting at the Hamburg site.

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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