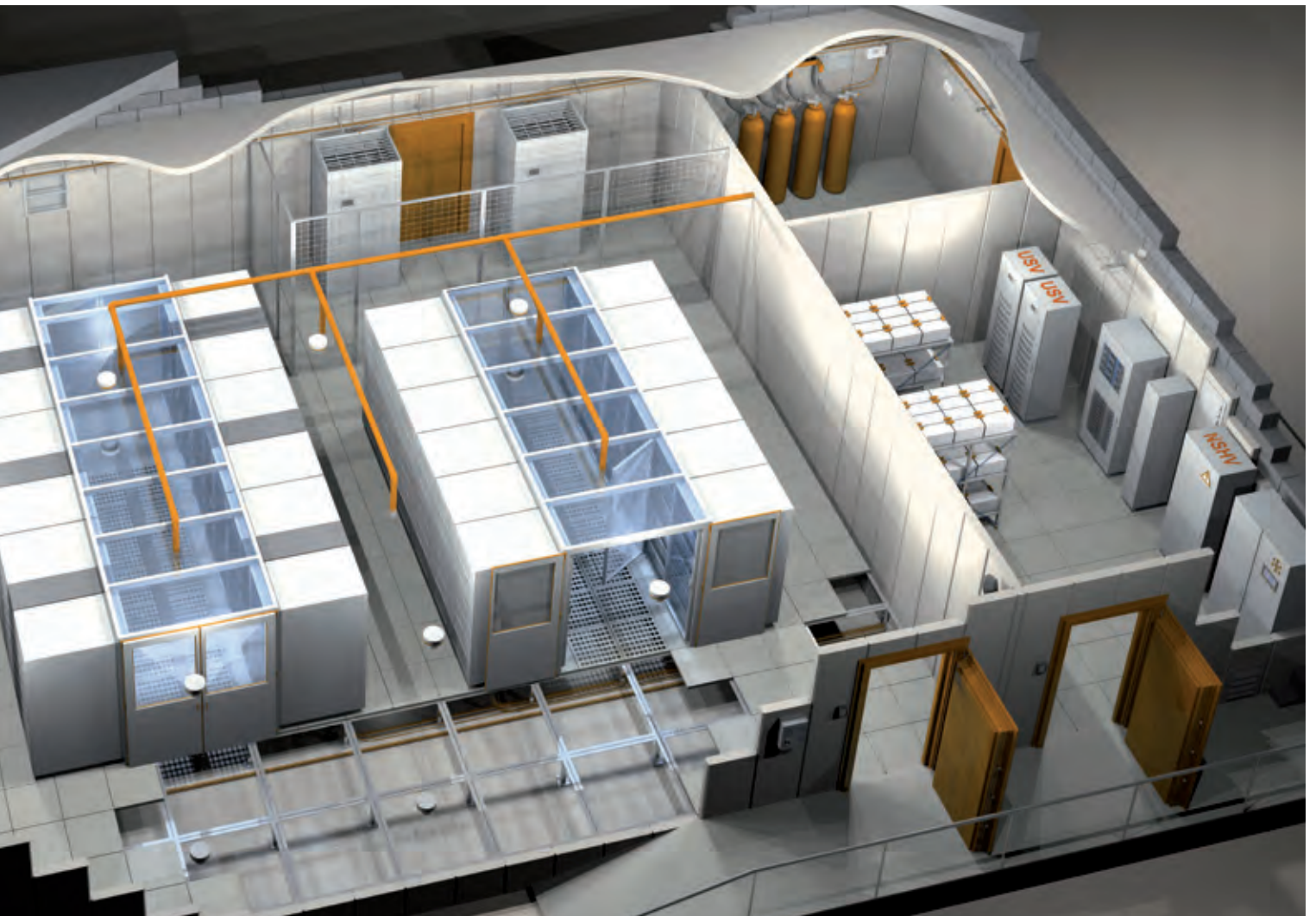
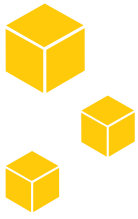


Act instead of react

Professional facility & services for your IT infrastructure





High level of cost-effectiveness due to optimal service

Professional maintenance for continuous operational reliability

Data centers and server rooms are ultra-complex technical areas, in which IT security can only be guaranteed and maintained through regular preventive maintenance services. The failure of just one single system component can result in a chain reaction, paralysing the entire data center. The continual monitoring of individual components and their functions means breakdowns and defects can be recognised quickly. The sources of error can be eliminated more quickly and downtimes are minimised!

Each individual data center requires specially adapted services. We provide IT services which data center operators cannot manage themselves or only with great efforts, offering exactly maintenance services which are required and practical for data centers.

Regular, preventative maintenance offers decisive advantages:

Increased cost-effectiveness

Upon conclusion of a customized maintenance contract,

- the guarantee can be extended to up to 5 years
- RZservices takes care of the planning of maintenance intervals
- RZservices takes care of the coordination of maintenance services

Proactive maintenance management

Whether short-notice troubleshooting, repairs or the realisation of maintenance intervals according to the schedule: RZservices provides customised solutions. With preventive maintenance services, the foundation for condition-based maintenance is increasingly put into place. Preventive maintenance means that systems are monitored individually to ensure a more secure and economic operation.

Emergency management

In case of incidents or malfunctions, an emergency management system tailored to the availability demands of the IT should apply. The work flow must be organised and ensured according to priorities in order to avoid a total failure of the data center in case of malfunctions of subcomponents.

Services for all data centers

With its global network of partners RZservices offers competent maintenance and services for your data center irrespective of manufacturers or brands.

Act instead of react

Trust the know-how of our specialists

The IT security and functionality of data centers should not be left to chance. A service contract tailored to customer's requirements significantly contributes to ensuring the sustainable and smooth operation of data centers. Service is a decisive factor for action, rather than reaction.



We offer service and maintenance for

- Cooling systems
- Ventilation systems
- UPS systems
- Electrical installations
- Emergency power systems
- Extinguishing systems
- Early fire detection systems
- Fire protection systems
- Access control systems
- Personal and material locks
- Video surveillance
- Intruder alarm systems
- Water alarm systems
- Hot/cold aisle containment systems
- IT room systems
- IT door systems
- Data safes

Our services:

- Fast troubleshooting to minimise downtimes
- Monitoring of system components
- Service support from fast reactions in case of emergencies to preventative “full service packages”

RZservices at the highest level

Our know-how for your secure IT operation

1 SECURITY TECHNOLOGY

- Fire protection systems
- Extinguishing systems
- Water alarm systems
- Access control systems
- Intruder alarm systems
- Video surveillance

2 COOLING SYSTEMS

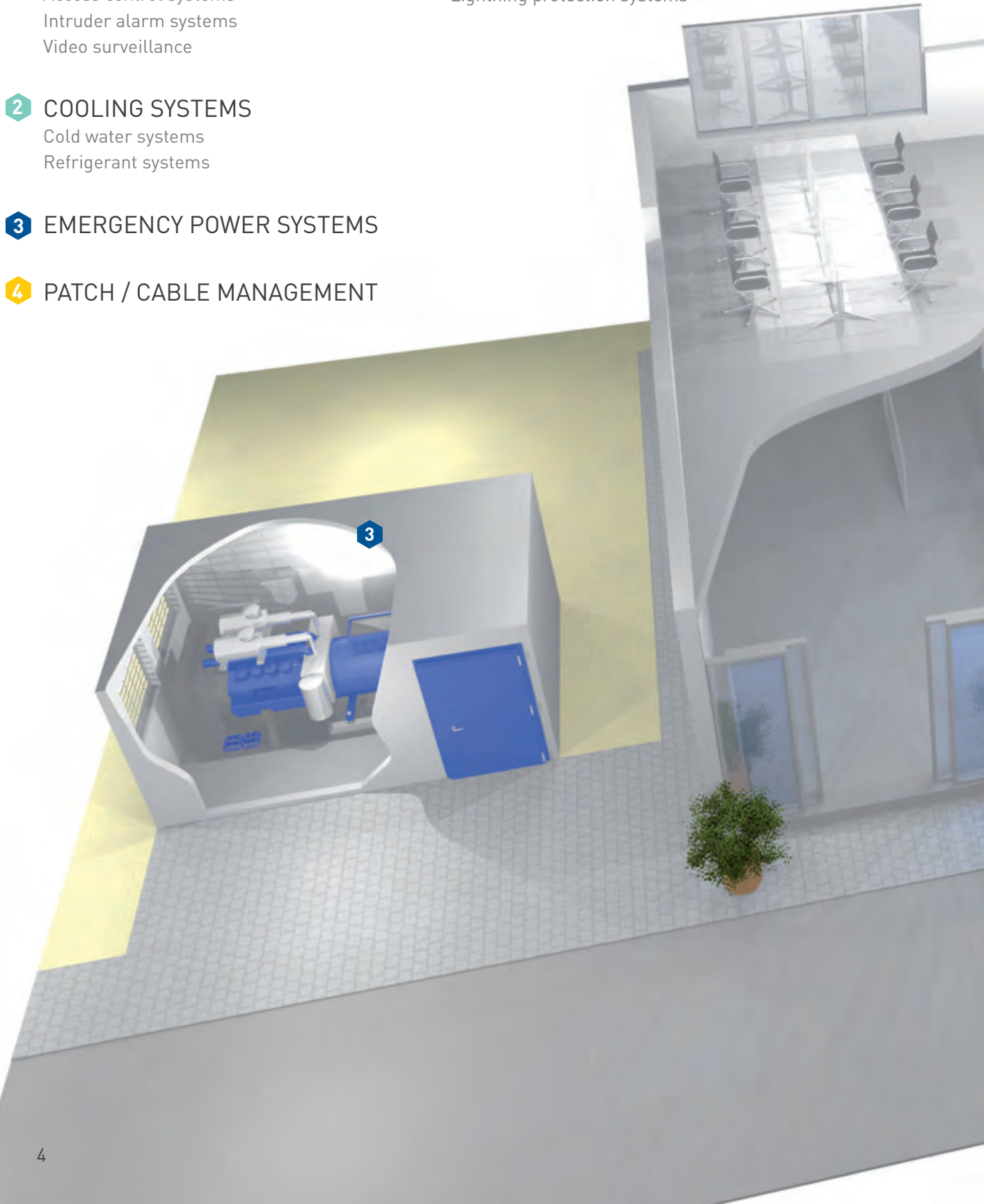
- Cold water systems
- Refrigerant systems

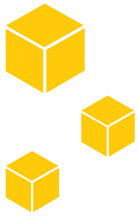
3 EMERGENCY POWER SYSTEMS

4 PATCH / CABLE MANAGEMENT

5 ELECTRICAL ENGINEERING

- Electrical distribution systems (LVMD/UV)
- Medium-voltage installations/transformers
- UPS systems
- Lightning protection systems





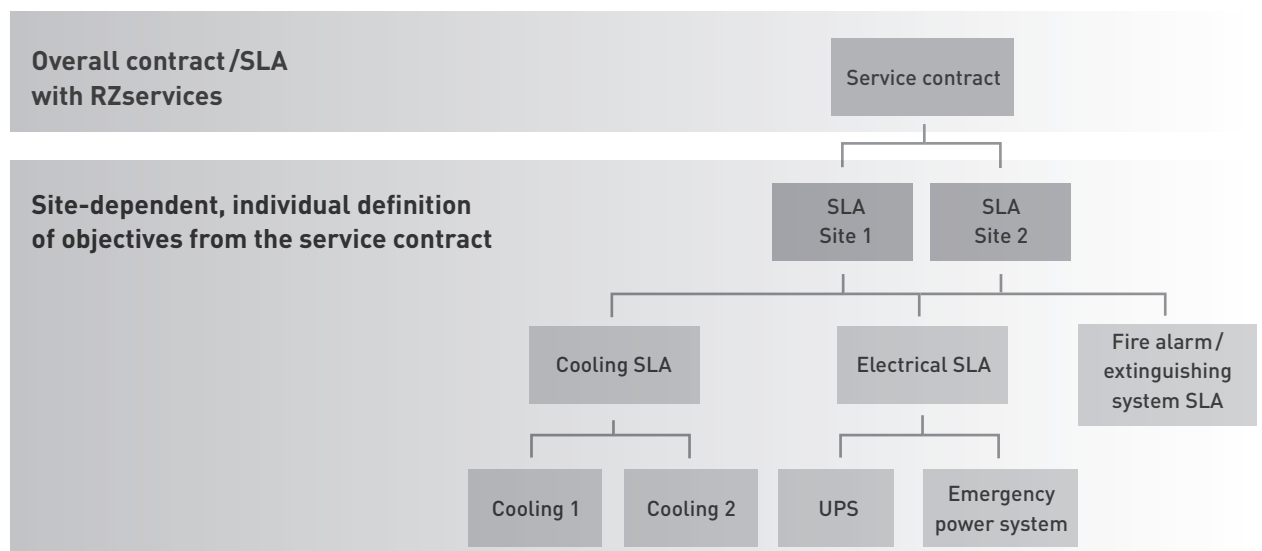
Success story service level agreements

Clearly structured and well-tried

Service level agreements (SLA) include superior service contracts and site-dependent, individually agreed services. The modular structure of the agreement allows extremely flexible adaptations to your individual situation. From fast reactions in emergencies to preventative "full service packages": Anything is possible.

To ensure the best possible cost-effectiveness and operational reliability, the service level agreements are adapted to the individual requirements of our customers and to the availability of their IT infrastructures. As part of the overall service contract, RZservices organises and manages all maintenance operations.

The service level agreement (SLA)



Your advantage when concluding a service level agreement



Service hotline
with 24-hour
availability



Troubleshooting
24 hours a day
7 days a week
365 days a year



Cost transparency
by defined services
and prices

Controlling with DC-MonIToring

Secure IT infrastructures by continuous monitoring

Professional monitoring systems continually monitor and log the performance data of IT infrastructures. The transparency acquired by this allows data center operators to continually monitor system performances and operations and rectify any failures – before system breakdowns or total failures of IT infrastructures. In addition, the resulting values can be used for the optimization of energy consumptions.

The specially developed hard- and software of DC-MonIToring solutions fully comply with these requirements. In principle, the hardware consists of automation and network technology of highest industrial standards. Flexibility, interface communication and integration options with existing system and measuring technology have special priority. The software of our DC-MonIToring solutions is browser-based allowing data center operators to access the application via internet. Both solutions are also available as local network versions.

Two solutions for optimal monitoring of your data center

DC-MonIToring Alarm

Alarm management system



Continually monitors IT infrastructures, e.g. cooling systems, UPS, etc.



Sends error messages and alarms to the data center operator, a network operation center or user help desk

DC-MonIToring Energy

Energy management system



Continually monitors the information and infrastructure technology, e.g. cooling systems, UPS, server, storage, etc.



Sends error messages and alarms to the data center operator, a network operation center or user help desk



Additional services

010200
102001
020012

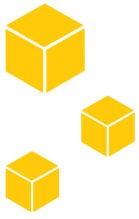
Determination of key data for analysis, optimisation and monitoring of single components and their interaction, e.g. UPS performance, cooling performance, CPU capacity, server virtualisation degree, etc.



Graphical and chronological display of all key energy data from IT structure and infrastructure



Analyses energy data for data center certifications, e.g. “Blue Angel” environmental label



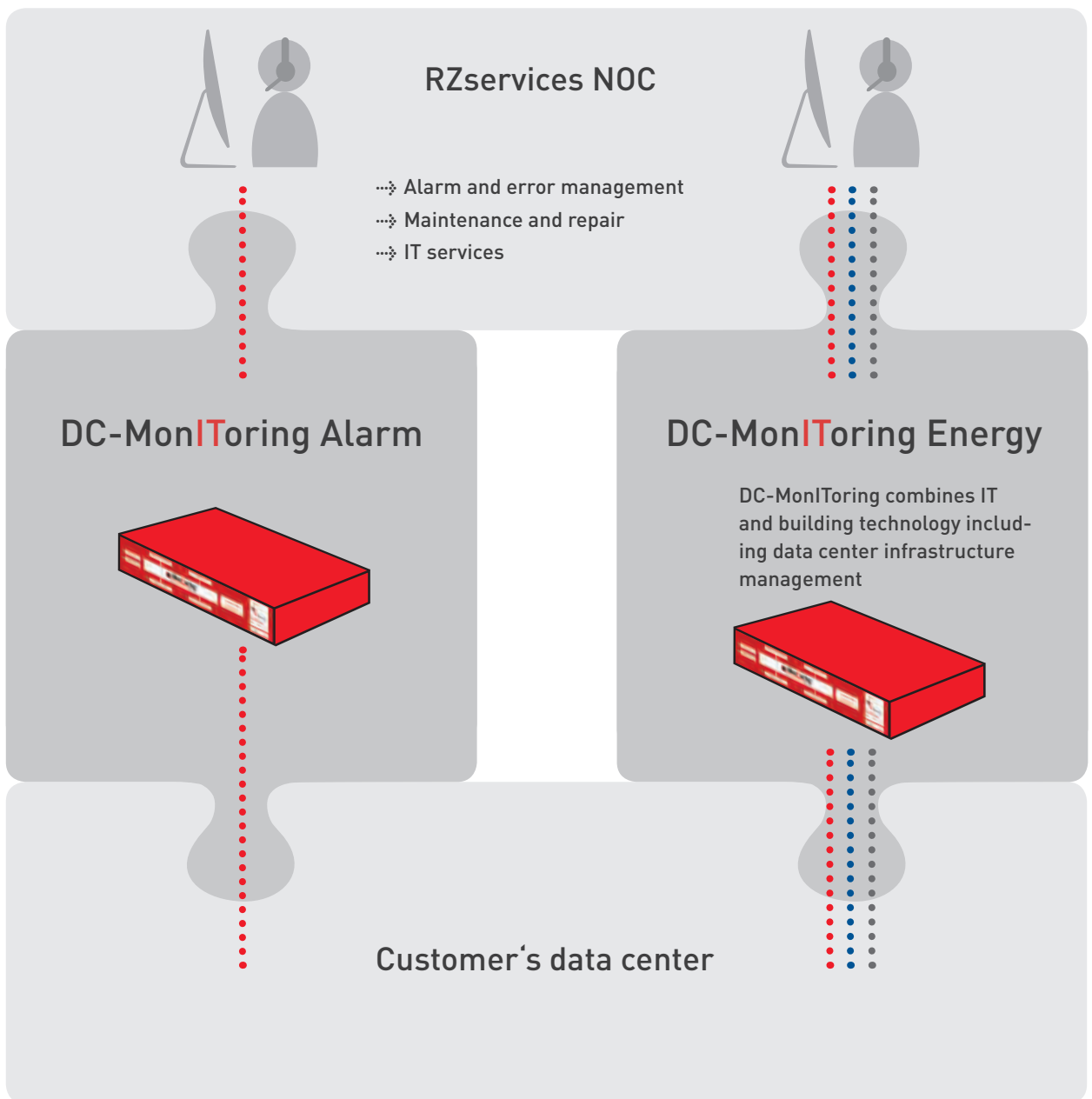
Our service – your advantage

Management of system functions

Continual monitoring via the network operation center

Our in-house network operation center (NOC) also supports the user of DC-MonIToring Alarm or DC-MonIToring Energy on the basis of many years of experience in managing system information. And this 24 hours a day, 7 days a week and 365 days a year.

Your advantage: Continual monitoring ensures the smooth operation of your data center. At the same time, the operating costs are reduced as round-the-clock monitoring of the systems by your own personnel is no longer required.



- Transmission: ●●●●● Alarms and error messages (transmission via internet/GPRS)
●●●●● Visualisation of IT structure and infrastructure (transmission via internet)
●●●●● Energy management (transmission via internet)

References

We secure the IT operations of our customers

Many satisfied customers trust our knowledge and many years of experience in maintaining data centers. This includes companies from industry and telecommunication, banks, insurance companies as well as energy providers, authorities and IT service providers.



“Our service portfolio extends from consultation to the provision of innovative software and systems and their adaptation and integration. Our customers normally come from industries with very high demands on availability. As their partner, msg services ag must ensure the continual availability of their IT infrastructures and IT services – all over the world. For this reason, we rely on security concepts and solutions from the Data Center Group. An important component is the maintenance of computer centers including infrastructures, such as air-conditioning and UPS systems and fire alarm and extinguishing systems. For years, we have relied on the experience and knowledge of RZservices, which ensures our IT operations run smoothly at many sites both in Germany and overseas. This creates capacities, which we use to expand our IT services.”

Sabine Ziegler | Marketing Manager | msg services ag



As well as technical support after completion, RZservices is also assigned with the takeover of all existing maintenance contracts: “I have to be able to trust that partners are on-board who know technology inside and out and are in the position to rapidly and unbureaucratically smooth out any arising complications.”

Robert Hellwig | IT Production Services Manager | Total Deutschland GmbH



“The lack of access to our systems is comparable with a breakdown of operating ability. As we deliver using the “just in time” mode, a longer-lasting interruption would not only endanger our ability to delivery but also our customer relationships in the long term! This results in extremely high standards which we must fulfil. For this reason, continual maintenance of our computer center was an obvious decision. We are completely satisfied with our choice of RZ-Services GmbH – and our maintenance contract is extensive: In addition to the IT room, the air conditioning including its redundancies, the fire extinguisher and fire alarm system, UPS, video surveillance and our access control systems, we also have a monitoring system. All these components are checked regularly and kept in a flawless condition. This not only results in uninterrupted operation of our computer center. There are also other positive side-effects: Our IT team sleeps more easily!”


Jürgen Bruns | IT Manager | Mubea Group

DATA CENTER GROUP

IT-Security is our passion!

With our four affiliates the DATA CENTER GROUP bundles all competences together: From the consulting to the planning and the professional realization, the comprehensive support and services right through the professional operation of data centers.

For achieving this objective all four members of the DATA CENTER GROUP closely cooperate together. With a permanent transfer of know-how, coupled with short distances and complex know-how we succeeded to generate an immense added value in the market.

 **The benefit for our customers:**
Only one contact for the realization and operation of data centers.



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