

# Managed Services

Flexible Relieving. Implemented.



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# Managed Services from First Colo

## Overview of the benefits:

**Everything from a single source:** It is possible to accommodate a server you have bought, or a fully-equipped dream-server you have leased. We manage everything: from simple dedicated servers and IT systems, complex high-availability clusters all the way to complete cluster structures.

**Time savings:** We take on your routine work, enormously reducing the time and work demand on you. Recurring maintenance work can be made more professional and automated. Monthly reports deliver an ongoing compact overview of the status of your IT systems.

**Monitoring:** The staff in our Network Operation Center (NOC) work hand-in-hand with their colleagues in the Security Operation Center (SOC). They monitor the network and equipment round the clock and react to potential risks and weaknesses. Both departments utilise the synergy effects of their know-how.

**Increase in availability:** Faults can be recognised via pro-active system maintenance from the outset. Our staff use data to spot in advance when technical systems start to weaken. This means problems can be removed, before they can have a negative influence on the operational process.

## Minimisation of risks via fast reaction times:

Round the clock, 365 days a year, staff at the ready, a personal contact and technical specialists for software, hardware and monitoring tasks with short communication structures and clear responsibilities.

**Cost reductions at numerous points:** IT outsourcing has become increasingly attractive, particularly for medium-sized companies, thanks to the impressive advantages it offers. considerably lower building and operating costs, adaptable or scalable IT systems, exploitation of outside expertise for pro-active avoidance of faults as well as saving training and staff costs in an every day, 24 hour business.



**Modular pricing structure:** Independent of the company size, we can also offer our services in a modular structure. You only have to pay for the individual elements you need.



## It services from First Colo: Care for outside issues

### Why are our managed services in demand - from simple data security up to complex systems?

Due to structures which have grown over time, the majority of companies still have their own server room, which can only be operated without faults or downtime with incalculable material and staff costs. With our housing and co-location concept, our computer centre offers a timely, cost-effective and secure alternative to your own server room - including all associated services.

In demand - from simple data security up to complex systems? Our staff take on administration tasks with regard to admin, care, maintenance and management of the client's server. Thanks to this, our customers can concentrate on their core competency and reach their set objectives more quickly. Our managed services are company-friendly, transparent and calculable. The customer can work on without worrying, with a fixed monthly fee, relieved of one whole area of responsibility.

### Back-up service



Our backup saves all the data on your servers at regular intervals. We adapt the frequency of the backups and number of data sets saved simultaneously in line with your requirements. Even when it involves database replication or synchronising complete server environments, we deliver convenient services.

### Individual hardware



Our experts pull together individual hardware configurations for you, in order to cover your needs. We work exclusively with branded hardware from the manufacturers Supermicro, Intel, Kingston and many more, and we take great care to select appropriate components."

### Network management



We offer our computer centre customers proactive administration of the network environment - simple port configuration via internal VLAN systems all the way to administration of complex cluster structures. As part of this, the local networks and hardware are checked and serviced at defined intervals.

### Updates



Up to date at all times with our update service. Once your system has been integrated into our monitoring system, our staff are automatically informed about any updates and are able to check these. Before the updates are carried out, our managed services team will contact you to arrange a maintenance window for the updates.

### Personal contact



If you have any questions about solution options or follow-up projects, we can offer a direct contact person instead of outsourced phone services. You will get a dedicated contact person.

### Individual SLA's



Depending on the scope of the desired services, we also offer individual service level agreements. This ranges from standard support via our ticket system right up to 24/7 phone support from our highly-qualified staff. You decide what your company's requirements are."

### Monitoring



From simple availability checks via ICMP ping, to the number of open files in an individual system - our comprehensive monitoring system provides the ideal interface between your server systems and our NOC. In the event of a fault, our NOC can react immediately to analyse and solve the problem.

### Configuration and maintenance



Our experienced staff carry out all appropriate, individual configuration of all necessary systems and components. As well as initial setup, our employees are also available for ongoing changes and expansion in the longer term.

### Security



Our powerful firewalls protect you from unwanted access to your infrastructure. For us, individual configurations are a matter of course. We filter incoming and outgoing data traffic in a restrictive way, to minimise any risk to you, without affecting the regular operation of your network.