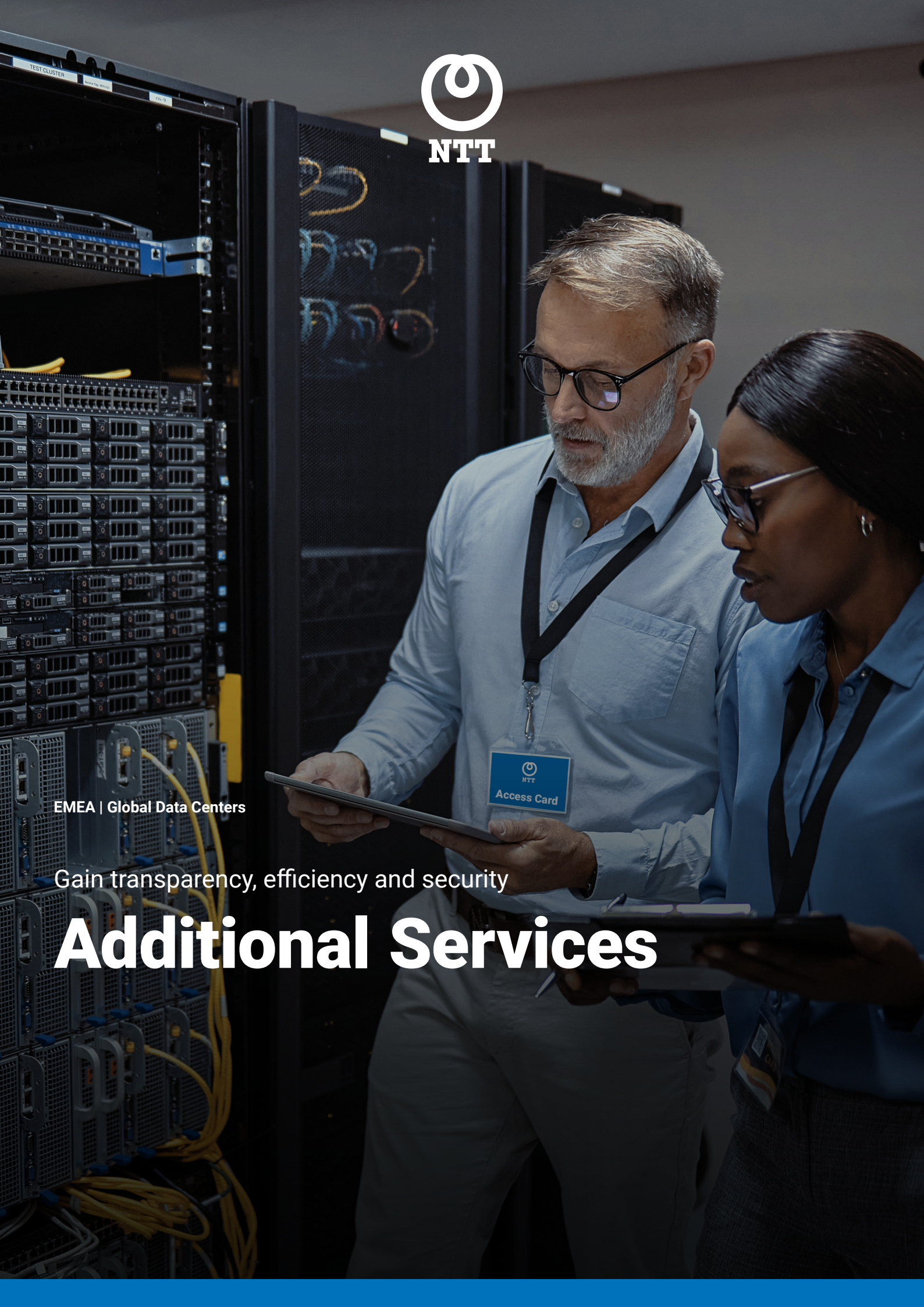# NTT

EMEA | Global Data Centers

Gain transparency, efficiency and security

Additional Services

Colocation data centers provide maximum security for your IT infrastructure while minimizing organizational efforts. Most of the IT management and maintenance tasks can be handled remotely.

However, there are physical tasks that need to be performed on-site or data services that can only be delivered by our experts – and that's where our Additional Services come in.

From disposing of packaging to supporting client audits, we've developed services to simplify aspects of your infrastructure management and enhance your experience of the colocation space.

Let us take care of the details

Sometimes, small things can make a big difference. Based our vast experience in the data center market and an understanding of our clients' challenges, we've developed a suite of services to save you time, money and hassle, including:

- Performing critical tasks for you on-site (Remote Hands)
- Deliver utmost transparency with detailed reporting (Client Reporting)
- Save you valuable time in finding solutions for the disposal of large packaging (Waste Disposal)

Remote Hands	Security Escort	Client Audit Support	Client Reporting	And more

Additional Services
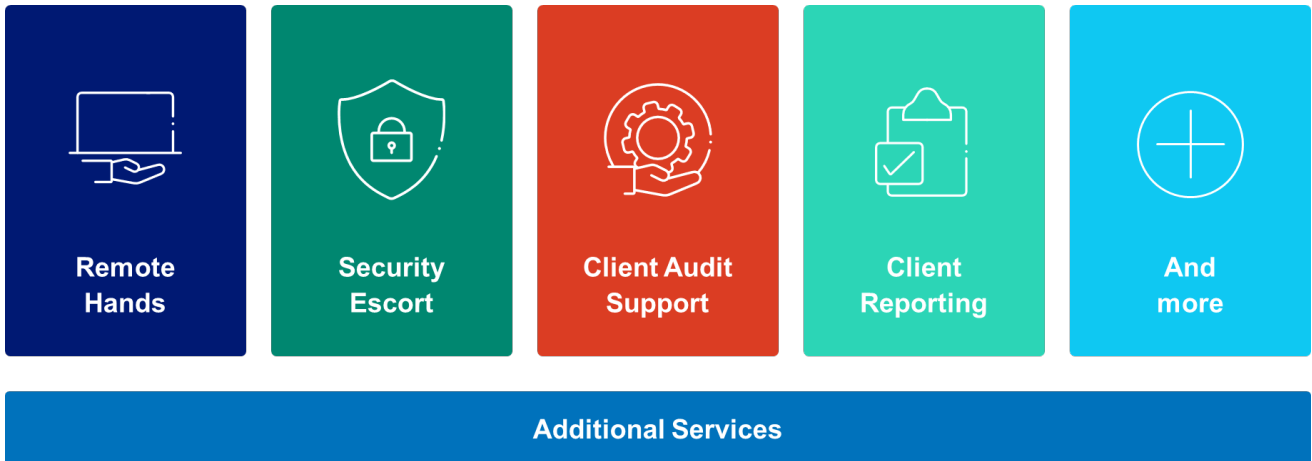
Our experienced and trustworthy staff are well trained in all technical management and maintenance tasks for our data centers. You can rest assured that all your services well be performed according to our high standards. For some services, you will also benefit from guaranteed response times.

A range of options for any requirement

The following services are available on-demand (PAYG), or as part of our Non Reccurring Support Plan (BULK) or Monthly Recurring Subscription (MRS) plan:

- Remote Hands
- Security Escort
- Client Audit Support
- Client Reporting*
- Data Center Tours
- Waste Disposal

> Sometimes, small things can make a big difference. Based our vast experience in the data center market and an understanding of our clients' challenges, **we've developed a suite of services to save you time, money and hassle**

*Client Reporting is available only on an MRS plan

Remote Hands

Extend the reach of your IT staff

Experienced IT staff are not easy to find. With our Remote Hands service, you can manage your IT infrastructure fast and reliably. Because the service is flexible, it's also ideal if your IT systems don't need a full-time technician on-site once they are up and running.

Scope of services

- Visual checks
- Handling of hardware, cables and packaging
- Support with deliveries
- Support with documentation

Benefits at a glance

- Skilled, reliable technicians whose expertise you can trust
- Documentation according to your standards
- Guaranteed response time, depending on the chosen option

We have different service options and packages available – to learn more or to book a Remote Hands service, visit the **Client Portal.**

Organizational and operational challenges are also taken care of with the following Additional Services offerings.

Security Escort

Allow access to your IT facilities in our data center while maintaining high security standards. Our service team supports controlled access to client locations in various ways. We also support fire prevention with additional on-site services. All details about the Security Escort service for a particular data center are given during onboarding.

Security Escort service options include:

- Lead-to-location escort
- Permanent escort

Data Center Tours

Get an overview of the design, build quality and security standards in our data centers or demonstrate these features to your partners or auditors: our Data Center Tours service takes you to the heart of our data centers. The insights you receive or give during on-site appointments or audits depend on the chosen service level.

Available service options:

- Standard, high-level introduction tour
- Advanced, expert tour to support your diligence requests and technical requirements

Data Center Tours are limited to a maximum of two hours and eight people, including a security escort. They are available in English or the local language.

Client Audit Support

To provide you with the highest level of support when carrying out audits in our data centers, our Client Audit Support service assists you with internal audits as well as with external audits by third-party auditors, regulatory authorities or your end customers.

Available service options

- **Full day:** maximum 8 hours; includes a meeting room for 8 people
- **Half day:** maximum 4 hours; includes a meeting room for 8 people

Expert support option

We also offer additional on-site or remote support during preaudit and postaudit processing, or during the planned audit.

Waste Disposal

Simplify your technicians' lives. Large IT hardware usually comes in bulky packaging, which can get in their way.

Available service options

- Removing packaging
- Removing high volume of waste (container)

Client Reporting

Enhanced transparency for optimal data center management

Keeping key parameters such as temperature, humidity and power load in our suites at a certain level is defined in our service level agreements. We report on these parameters every month, so you can immediately see whether all specifications were correctly adhered to. With three options (Bronze, Silver, Gold) for our Client Reporting service, you can choose the level of detail shown in the report:

In addition to our standard reporting options, we can provide individual reports generated according to your needs. Depending on your data center location, the reports can be generated in English or the local language.

Report features	Bronze	Silver	Gold
Room conditions	Yes	Yes	Yes
Power consumption	Yes	Yes	Yes
Maintenance calendar	Yes	Yes	Yes
Incident overview for critical infrastructure	-	Yes	Yes
Voltage quality report (DIN EN 50160)*	-	-	Yes
Service tickets overview	-	-	Yes

*Voltage quality report (DIN EN 50160) - not available in Switzerland

All Additional Services are available from our Client Portal

Easy ordering

Our Additional Services are here to make things easier for you, and that includes the way you access them. All Additional Services options and pricing models are listed in our Client Portal, a web-based application that's available to all our clients.

Here, you can easily find all information about your assets and services. The Client Portal is also where you book, manage and monitor any Additional Services you require.
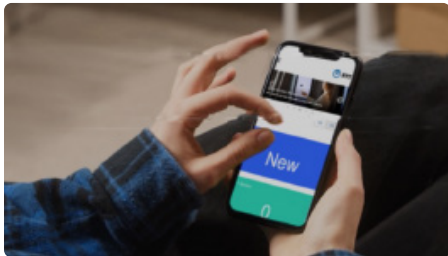
Commit to Additional Services and enjoy the benefits

To accommodate a range of client needs, we offer different pricing options for each service. You book the Additional Services on a one-time basis (pay-as-you-go, or PAYG), or benefit from discounted hourly rates with bulk purchase (BULK) or subscription plans (MRS).

Pricing option	Description	Features and benefits
Flexible pay-as-you-go plan (PAYG)	• Flexible, on-demand service • Based on hourly rates	• No commitment • Full flexibility
Non-recurring Support Plan (BULK)	• One-time prepaid (Costs) and flexible service-provisioning budget (Credit Balance), consumed over a period of time • Overheads are charged at the on-demand (PAYG) rate • Discount is based on quantity and term	• Prepaid commitment • Flexible for all services and variants • Discounted rates
Monthly Recurring Subscription (MRS)	• Monthly prepaid (Costs) and fixed service-provisioning budget and block (Credit Balance) based on the "use it or lose it" principle (no carryover or pullover of hours" • Overheads or other service variants are charged at the on-demand (PAYG) rate • Discount is based on type of service, option, quantity and term	• Prepaid commitment • Fixed additional services and variants • Discounted rates

Connect with us:
You are welcome to discuss your individual needs and expectations with your Client Success Manager.