

DATA CENTER SERVICES

CONNECTIVITY: THE TRUE DIGITAL TRANSFORMATION



itconic

CONNECTING THE FUTURE

THE GREATEST NEUTRAL INTERCONNECTED PLATFORM IN SPAIN & PORTUGAL

Companies from all kind of industries are adapting their business processes to the needs of an increasingly saturated and changing market. Therefore, companies wanting to be competitive need to be more and better connected than ever:

The true Digital Transformation depends on the capacity of companies to interact with the rest of the world.

Within this context, companies need new connecting formulae when working with their employees, partners and clients, which also provide added value in the processing of data generated in their business activities.



ITCONIC DATA CENTERS



MADRID (2)



BARCELONA



SEVILLE



LISBON

WHY A NEUTRAL CARRIER DATA CENTER?

Daily generated data and connectivity are companies' main values. Due to this, neutral carrier Data Centers have become the allies of companies and organizations:

- › The best alternative for data collection, storage and processing.
- › Representing the best alternative becoming the optimal neutral interconnection platform to enable companies' intercommunication in the most effective manner.
- › Allowing companies to adapt in a progressive and flexible manner to the cloud model: they best way of creating a connecting ecosystem between companies and cloud providers.
- › Enabling companies reduce their designing, construction and maintenance of in-house IT infrastructure cost.

BENEFITS

- › **NETWORK DENSE, INTERCONNECTION ORIENTED COLOCATION.**
- › **UPTIME & RELIABILITY:** maximum uptime availability and Service Level Agreements of clients' business guaranteed.
- › **AGILITY, SCALABILITY AND FLEXIBILITY:** scalable and flexible solutions to match with your business expansion when needed.
- › **SECURITY:** secure environment supported by an array of resources and techniques to ensure protection to your IT platform.
- › **COST EFFICIENCY:** turn Capex into Opex.

ITCONIC DATA CENTERS

› INTERCONNECTION

5 data centers operating as one single platform.

› CONNECTIVITY

Access to the largest Iberian eco-system: Network Providers, Peering, Cloud Companies and Internet Exchange Points.

› NEUTRALITY

Total freedom of choice to connect with the whole world accessing all main network providers.

› GEOGRAPHIC FOOTPRINT

Five centers: in Madrid (x2), Barcelona, Seville and Lisbon allowing companies being closer to their data and reducing latency.

› SECURITY AND RELIABILITY

Resilient state-of-the-art facilities, operational excellence, monitoring and 24/7 support. T IV & M&O certifications.

› EXPERIENCE

Enabling the Business Digital Transformation since 1998.

WHY ITCONIC?

Itconic: We get companies connected to the rest of the world with the most innovative technologies through the major interconnected Data Centers Platforms in Spain and Portugal.

We work to move forward the digital IT Transformation processes in Telcos, Cloud Providers, Organizations and Public Administrations.

Itconic provides a complete connectivity ecosystem and services portfolio - much more than a simple data storage. This great ecosystem of our Data Centers, Network and Services Providers, Neutral Exchange Points and Cloud Services Providers ensure companies the best connectivity.

A professional qualified IT team expert in consultancy, designing, building and IT infrastructure management offer an excellent customers service to increase the efficiency of our customer's business processes.

1 COLOCATION

SCALE YOUR IT FOOTPRINT TO AN INTERCONNECTED SECURE SPACE

Within a highly available and solid infrastructure, Itconic offers a great variety of options of connectivity and security measures as well as specific requirements related to power supply and cabling.

› CABINETS

Full size cabinets available depending on customer needs, equipped with lock systems on each door for further physical security.

› CAGES

For clients with specific physical security requirements or more operational space needs around their platform, cages enhance an extra level of privacy and security. Cages are made of steel mesh or solid panels for greater privacy. Both options with dedicated control access, giving the client full control over its space.

› SUITES

As a cost-effective alternative to large scale deployments. In addition to the features and benefits of a cage, customized private area fully enclosed with solid partitions for a single client are also available. Providing a physical security, power and cooling infrastructure, and an extra efficiency level.



2 DATA CENTER ENVIRONMENT

Our high-reliability Data Centers provide a solid and redundant infrastructure support, flexible adapting to business, ensuring a reliable and continuous service with the maximum certification levels.

› POWER

Delivered to all facilities in a minimum N+1 configuration, with full Uninterruptible Power Supply (UPS) systems with N+1 redundancy levels or greater. Protected and backed up by generators with 24 to 48 hours of autonomy for uninterrupted services. UPS A and UPS B circuits are provided to all clients.

› COOLING

Stable airflow provided by HVAC system and Environmental Control in a minimum N+1 configuration, for high density loads and with the most efficient technologies.

› FIRE DETECTION AND SUPPRESSION

Automated water mist dry pipe system and gas FE-13 pre-action fire suppression system. Conventional smoke detectors and Very Early Smoke Detection Alarm (VESDA).

› PHYSICAL SECURITY

Itconic offers 24x7 security management, controlling access, monitoring and recording all areas of the center.

› STRUCTURAL SYSTEM AND FLOOD CONTROL

Itconic's Data Centers are built above sea level and away from natural disasters zones, meeting or exceeding local building specs and seismic isolation.



3 OPERATION AND DISASTER RECOVERY OFFICES

Our customer's workplace space and their disaster recovery centers are directly connected to the Meet Me Room. Designed to support 24 hours operations, these spaces are adapted to the customer's requirements providing access to the same security, power, cooling and interconnection as in our Data Centers.

INTERCONNECTION & CONNECTIVITY

CONNECT EVERYWHERE THROUGH THE LARGEST IBERIAN NEUTRAL CARRIER DATA CENTERS NETWORK

Itconic gives you access to a wide range of partners, carriers and networks. With the largest platform of neutral Data Centers in Iberia, any company can move forward its business processes, expand its geographical footprint and access the main landing points of Spain and Portugal. The infrastructures of each company, connected to the Meet Me Room of our Data Centers, enable direct and low latency connections with its partners, networks and customers throughout our SDN based Iberian interconnection network.

1 CROSS CONNECT

The physical cross-connect delivers direct access and low latency connections to the ecosystem of business partners, carriers and network operators in the same Data Center with the flexibility and simplicity of rapid deployments. Itconic offers fiber, UTP cat6 and COAX medium options.

2 IBER CONNECT

The new SDN based Itconic cross-connect links your business to any other customer in Itconic Data Centers network. It allows clients to cross-connect remotely through software to an ecosystem of business partners with presence in Iberia. Through this service, the interconnection model is extended allowing new flexible and profitable use cases:

- **DISASTER RECOVERY:** enterprise connectivity between sites are real concerns today. Gain rapid and flexible network visibility between your sites.
- **EASILY EXTENSION AND DEPLOYMENT OF YOUR NETWORK:** peering and connectivity with a third party whatever datacenter its deployed on.
- **SERVICE PROVIDER TO CUSTOMER CONNECTIVITY:** reach every Network or Content provider and vice versa. Network providers can gain full visibility of all itconic global Iberian customers.
- **INTERNET ACCESS:** itconic provides Internet Access Services, with a variety of bandwidth and service options, through its own autonomous system and a multi homed configuration. With four different Tier 1 carriers, ensuring reliable, high-speed and secure access to the global internet. Security services complementthrough:
 - **FIREWALL SERVICES**
Perimeter and internal protection, Public/Private IP Network protection and DDoS protection.
 - **MANAGED SECURITY**
24x7 monitoring service from Itconic Global Operation and Support Center (GSOC).

3 INTERNET EXCHANGE

Internet Exchange allows your network to achieve lower cost and improved performance/latency by connecting to the main offer of Internet Exchange providers in Iberia and get direct access to a wide range of networks through your preferred IX Provider from any itconic Data Center.

- › The best offer of IX providers in Iberia across all Itconic Data Centers.
- › Improved network reliability, latency and performance.
- › Lower overall IP transit costs.

4 CLOUD CONNECT

Itconic Cloud Connect ensure access to the main cloud providers through a VLAN over an existent high performance and availability network infrastructure to the various public cloud providers.

- › The best offer of Cloud Connects in Iberia to your preferred cloud providers across all Itconic Data Centers.
- › Improved reliability, latency and security of your workloads running in your cloud providers.

5 LEASED LINES

The extensive Carrier/ISP presence in itconic provides our clients the most competitive conditions and diversified infrastructure in the market for their last mile Leased Lines.



ONSITE TECHNICAL SUPPORT

EXCELLENCE IN OPERATION UNDER EXPERIENCED TECHNICIANS AND LEAD CLASS SOLUTIONS

1 HANDS & EYES

Highly trained and experienced Data Center technicians will be your remote Hands & Eyes in a wide range of remote management and troubleshooting tasks. With a 24/7 operation basis, itconic provides a service of administration and support to your platform, implementing and supplying an array of specialized solutions for your pre and post deployment needs. Short response times makes a high level service available to clients whenever they need operational support due to an emergency or rapid response service. Standard activities are:

- Equipment installation
- Cabling/Patching
- Start up/Reset/Shut down of equipment
- Systems reboot
- Connections verification
- Backup tapes change service
- Review, description and reporting or display information on equipment and consoles
- Hardware parts replacement
- Response and incidents resolution
- Switches, routers and network equipment Installation
- Inventory and asset management
- Equipment labelling and cabling
- Guided performances

2 ADVANCED TECHNICAL SUPPORT

Itconic Networking engineers and specialized IT departments taking care of your IT platform and providing support for consulting projects.

3 CUSTOMER SERVICE CENTER

Our Customer Service Center provides high quality service to manage and solve any type of request or enquire around your IT platform or contractual condition.

With a multichannel and multilingual support, it is able to resolve or coordinate any issue related to Hands & Eyes, MMR, Work-Orders, Network & Security, Room Maintenance, Building Access, Deliveries/Removals as well as Contract and Billing issues, Scheduled Works management or Products & Services enquiries.

At itconic, we care about our clients and we pursue a close relationship. This means that furthermore of our single contact point, access and close communication with the specialized responsible of the services is provided. Additionally, a 24x7 attention for our clients will be available to respond to any support they may need. The value of that proximity and knowledge of the client gives itconic the advantage to offer a personal service.

WE USE RENEWABLE ENERGY

100% of our Data Centers power come from renewable energy, contributing to reduce carbon footprint. It's estimated that 2-3% of global consumed power come from IT environments. Management and decision making in our company follows our Environmental Management System certified by ISO-14001.

BENEFITS

- Multichannel Support 24x7
- Multilingual Capability
- Single Point of Contact
- High Quality Service
- Short Response Times
- Proactive 24x7 monitoring
- Security and confidentiality

CERTIFICATIONS

Itconic Data Centers are backed up by the main certifications of the market.



TIER IV

Efficiency, reliability and performance



M&O

Infrastructure management and administration



OHSAS 18001

Occupational Health and Safety



ISO 20000

Information Technology Service Management



ISO 9001

Quality Management



ISO 22301

Business Continuity Management



ISO 14001

Environment Management



ISO 27001

Information Security Management

ABOUT ITCONIC

Itconic is a global company for IT services, expert in the management of Neutral Data Centers, Platforms and Outsourcing, with over 20 years of experience in Spain and Portugal. The Spanish company allows its clients to improve efficiently their processes of digital transformation thanks to a multidisciplinary team of global storage management, migration to the cloud, maintenance and connectivity to ensure continuity and safety in its IT infrastructures, 24/7.

Furthermore, itconic has the largest platform for Neutral Data Centers in the Iberian Peninsula so that their clients, in their five centers, are interconnected with the rest of the world; with access the main telecommunication providers, Neutral Internet Traffic Exchange Points and Cloud providers in hyperscale.



A complex network diagram consisting of numerous small grey dots connected by thin white lines, forming a web-like structure that is denser on the left side and tapers towards the right. The background is a dark blue color.

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