

ON-SITE TECHNICAL SUPPORT



EXCELLENCE IN OPERATION UNDER EXPERIENCED
TECHNICIANS AND LEAD CLASS SOLUTIONS

itconic
CONNECTING THE FUTURE

ON-SITE TECHNICAL SUPPORT

1 HANDS & EYES

Highly trained and experienced data center technicians are your remote hands and eyes in a wide range of remote management and troubleshooting tasks. With a 24/7 operation basis, Itconic provides administration and support service to your platform, implementing and supplying an array of specialized solutions for your pre and post deployment needs. Whenever clients need operational support due to an emergency, short response times makes a high-level service.

Itconic provides standard activities such as:

- Equipment installation
- Cabling/Patching
- Start-up/Reset/Shut down of equipment
- Reboot systems
- Connections status verification
- Backup tapes change service
- Review, description and reporting indicators or display information on equipment and consoles
- Hardware parts replacement
- Response and incidents resolution
- Switches, routers and network equipment installation
- Incidence escalation to Customer's Technical Systems Responsible
- Inventory control and asset management
- Labelling and cabling equipment
- Guided Performances

> SERVICE PLAN OPTIONS

Itconic Data Centers offer several flexible Hands & Eyes service plans, from hourly options to a monthly full-service management with different response time. All these options are covered in a 24/7 on-site operational basis.

2 ADVANCED TECHNICAL SUPPORT

As a complement to our Hands & Eyes Service, Itconic networking engineers and specialized IT teams focus on problem prevention, business continuity, network planning and capacity management, are available. Depending on the services you contract, Itconic can provide technical, administrative and engineering assessment and support for all areas of your data center infrastructure including complex data center sizing projects, migration and moving, interconnection solutions, networking and energy efficiency.

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, Itconic is able to resolve and 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. Itconic provides not only a single contact point, but also access and close communication with our specialized technical team in charge of the services. Additionally, a 24/7 attention for our clients is 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 personalized service.

BENEFITS

- Increase operational efficiency and response time in the Data Centers
- Itconic engineers are available to tackle planned work and your most urgent needs 24/7
- 24/7 on-site operational coverage in all Itconic's Data Centers
- Availability of Networking engineers and specialized IT staff
- Flexible service plan options and hours package, match to with clients' needs



WHY ITCONIC

We get companies connected to the rest of the world with the most innovative technologies through the major interconnected Data Center Platform 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 communications and IT platforms.

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

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.

ABOUT ITCONIC

Itconic is a global company for IT services, expert in the management of Neutral Data Centers, Cloud Management Services, 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 hyperscale Cloud Providers.



itconic
CONNECTING THE FUTURE



MADRID (2)



BARCELONA



SEVILLE



LISBON

📞 902 366 718

📍 Valgrande 6. 28108. Madrid

✉️ info@itconic.com

🌐 www.itconic.com

