

A technician with a beard, wearing a dark blue hoodie, is seen from the back, working on a server rack. The rack is filled with numerous yellow and blue cables. The background is dark, and the overall scene is a data center environment. The Datum logo is in the top left, and the main title is in the center. The bottom right has the website URL and a cursor icon. There are decorative orange and grey circles on the right side.

Datum

Datum service management

**Bespoke service management
to facilitate your colocation
journey — true value through
collaborative working and
enterprise-grade service
management and support.**

www.datum.co.uk ↗

Data centre migration doesn't have to be stressful...



We support our clients with practical assistance and advice at every step to smooth the transition into our data centres and assure a positive outcome.



Pre-contract

- **Benefit from our accumulated knowledge and experience**
 - A pre-contract review of your requirement, allowing us to identify potential cost savings and tailor the migration process to suit your business needs.
- **Let us engage with third party providers**
 - Leverage our connections ('Datum Connect') to support your infrastructure placement (e.g. connectivity providers, cabling).



Pre-deployment

- **A final check of technical design**
 - Identify potential time and money savings for the deployment.
- **Rack preparation**
 - Our operations team will ensure all racks are prepared and provisioned.
- **Providing access**
 - We organise pass cards, access rights, and visitor bookings to ensure all key personnel can be on hand for the migration window.
- **Secure on-site storage**
 - Safely store any equipment required for your migration.



In-deployment

➤ A helping hand

- Our engineers will be on site during deployment to support the transition, access emergency stores, escort visitors and provide a detailed knowledge of the facility — no matter what time of day or day of the week.

➤ Quality control

- Our team will verify all cross connects and power configurations to ensure a seamless transition.

➤ Liaison

- We will liaise with any third parties involved in the migration.



Post-deployment

➤ On-going service

- Our service management does not stop once your kit is deployed. All clients have regular service reviews that can cover areas such as capacity (where applicable), environmental and access reporting, and an appointed service manager acts as your single contact point and go-to person.

➤ Accountability

- Full ticketing system for service requests enables tracking and ensures follow up.



'Datum Connect'

➤ The Datum Ecosystem

- Additional available and integrated elements provided by third parties include specialist migration, removals, connectivity provision, cable installation, and much more.

More information

If you have any questions about Datum Service Management, please get in touch with our team.

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