



Technical support: Manchester

Market leading colocation, cloud and server support, with Datum. We make sure that all our clients have access to inclusive support from our team of dedicated experts, based right here at our Manchester data centre.

www.datum.co.uk ↗

datum | BUSINESS CRITICAL DATA CENTRES

On-site experts are part of the deal



When you trust a colocation or cloud provider with your infrastructure and data, you want assurances they can support you with what you want to accomplish — no matter what happens. However, many suppliers charge extra for support, ask their clients to jump through hoops to talk to a real human being or route enquiries through service agents who aren't experts themselves.

At Datum, we make sure that all our clients have access to inclusive support from our team of dedicated experts, based right here at our Manchester data centre.

And what's more, the team that you'll be speaking to is the same team of engineers that built our data centres and cloud platform from the ground up. **Nobody knows our systems better than they do.**



The entire team is professional and puts service first...
You would be hard pushed to find areas for improvement.

| Nick Whittaker: CEO, Netixo

How it all works...



What's included?

Support is 24/7. Outside of business hours (Monday to Friday 7am-7pm) critical remote hands can be raised via critical@teledata.co.uk

Remote hands will generally include device status checks (power, status lights), reboot of devices and status checks on servers via VGA monitor connections. Not included, is the plugging in of laptops for console access to network equipment, hardware mounting in racks and hardware replacements in kit. Scheduled work is £85 per hour and is to be discussed and planned in advance.

How to contact support

- **Phone:** 0161 498 1200
- **Email:** support@teledata.co.uk
- **Website and live webchat:** www.teledata.co.uk

Ready to help

- We'll aim to answer the phone in **two rings**, and respond to email tickets within **60 minutes**.

Our ticketing system

Clients can open and manage existing tickets via our helpdesk. Upon submitting an initial support ticket via email, users will be automatically signed up to the system. Alternatively, users can create a new user account on the sign-in page and wait for this to be confirmed.

Site access procedures



Enrolled users

All site visits need to be scheduled with our operations team prior to arrival. You can arrange access by emailing operations@teledata.co.uk from an authorised email address which is listed in the portal. All requests should include the attending engineer's full name, date and time of the visit and vehicle registration if this is different to the registration detailed in the portal. Failure to schedule your visit may result in refused access to the site.

Upon confirmation by the operations team, the enrolled user's access card will be enabled for access during office hours (Mon–Fri 7am–7pm) and vehicle registration added for ANPR access at the gate.

Third parties

Third parties can be booked in via our portal by an authorised contact in order to raise access requests. You can include notes to detail the rack being visited and vehicle registration.



Datum has provided the bedrock for our hosting services for a number of years. As our data centre partner they've always been flexible, professional and knowledgeable.

Dan Robinson: Cloud Infrastructure Manager, BCN Group

Out of hours access

- **Entrance gate:** ANPR access if booked during office hours. Intercom access if not.
- **Revolving front entrance door:** Card enabled if booked during office hours. Intercom access if not.
- **Hall 1/Hall 2 outer door:** Use phone to gain access at all times out of hours.
- **Hall 1/Hall 2 inner door:** Enabled with card if booked during office hours. Use phone to request override if not.
- **Hall 1/Hall 2 exit:** Card enabled if booked during office hours. Use phone to request override if not.
- **Private halls 3, 4 and 5:** Card, pin and iris biometrics, by client arrangement.

Client portal access (colocation only)

Colocation clients are responsible for managing their own authorised contact lists via our portal (<https://portal.teledata.co.uk>). This list is used to validate all support requests and to manage site access. A key contact is provided upon setup who is then responsible for populating the access list as required. As part of this each contact can be given specific permissions based on their role.

Let's talk

Whatever your IT challenges, we always ensure that our clients can rely on friendly, qualified experts who truly understand your business and are committed to helping you succeed.

www.datum.co.uk ↗

info@datum.co.uk ↗

0161 498 1200 ↗





Contact us

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