

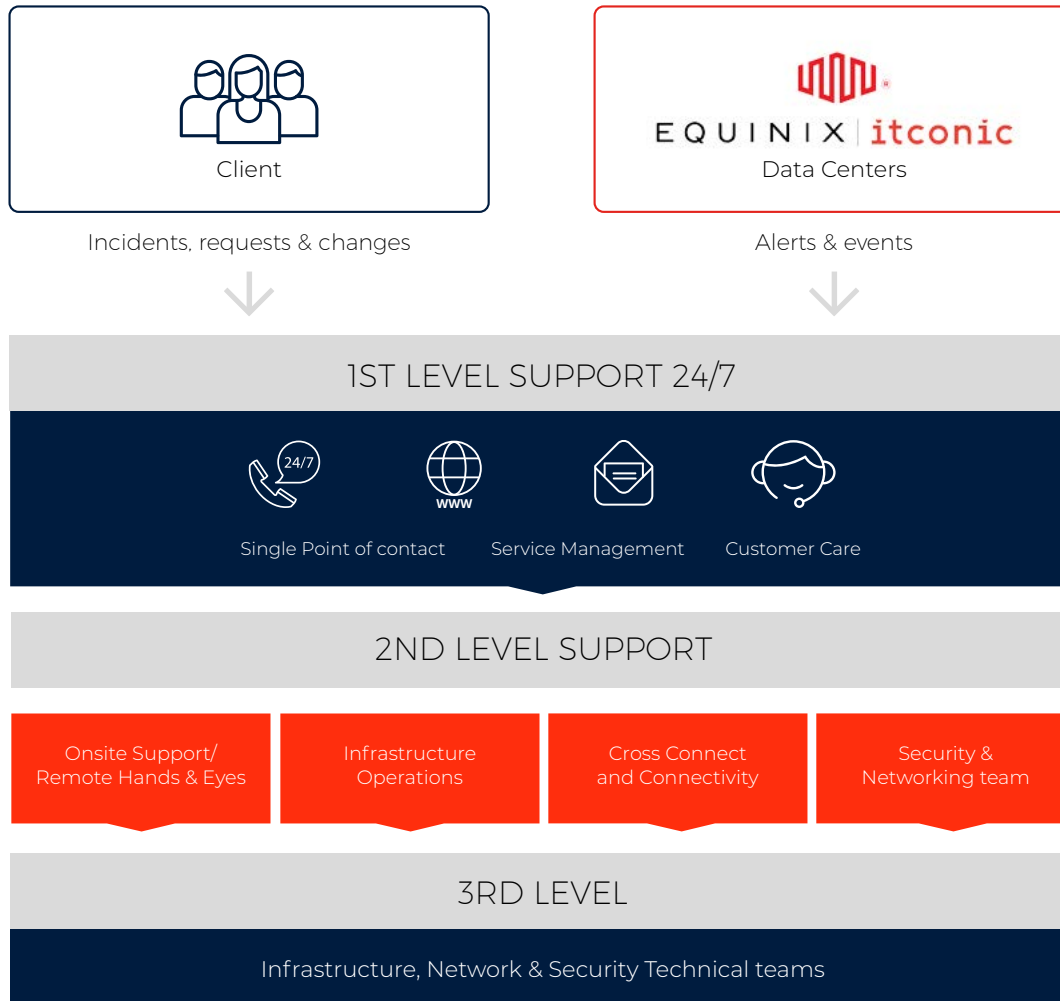


## TAKING CARE OF YOUR DATA CENTER INFRASTRUCTURE 24/7

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The Customer Service Center is committed to improving the service quality and providing a quick round the clock response. Our team responds to requests 24/7 through four communication channels: Customer Portal, Telephone, e-mail and Chat.

# CUSTOMER SERVICE CENTER



As a single contact point and primary contact method, our Customer Service Center provides high quality service to manage and solve any type of request, incident or ticket around your IT platform or contractual conditions. We can solve any issue through the different channels and directly with the responsible manager.

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

At Equinix Itconic we care about our clients and we look for a close relationship. It means that besides our single point of contact, clients will also have access and close communication with the specialized team responsible for each service. Additionally, a 24/7 support is available to respond hand-to-hand to any onsite work you may need. The value of that proximity and knowledge of the client enables Equinix Itconic to offer an industrialized yet customized service.

# WHY EQUINIX 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.

Equinix Itconic provides a complete connectivity ecosystem and service 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

Equinix 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 EQUINIX ITCONIC

Equinix Itconic manages neutral data centers, platforms and professional services in Spain and Portugal. It is owned by Equinix, Inc. (Nasdaq: EQIX), which connects the world's leading businesses to their customers, employees and partners inside the most interconnected data centers. In 48 markets across five continents, Equinix is where companies come together to realize new opportunities and accelerate their business, IT and cloud strategies.

Our clients benefit from the efficiencies we provide to accelerate their digital transformation. We provide a multidisciplinary team of global storage management, migration to the cloud, with maintenance and connectivity to ensure continuity and safety in IT infrastructures, 24/7.

Equinix Itconic has the largest platform for Neutral Data Centers in the Iberian Peninsula, providing interconnection within the 5 data centers in Spain and Portugal and the rest of the world. Our clients have access to the main telecommunication providers, Neutral Internet Traffic Exchange Points and leading Cloud Service providers, along with access to the main terrestrial and submarine fibre optic routes.





EQUINIX | **itconic**



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