

Sure Data Centre Support Services



Technical Deployment Support

Sure can offer both technical design, and turnkey solutions to meet your cabinet and cabling requirements within Sure Data Centres. Our technical experts will ensure that your technical environment is ready to receive your IT equipment.



Service Design

Whatever your technical requirements are, Sure Data Centres can offer a service to meet your needs. This includes any scale or density. Please enquire with our sales team and we can build a bespoke service with any of our DC services.



Technical Solutions

Sure Data Centres can supply cabinet dimensions and a vendor selection to suit your hardware requirements.

Our standard rack deployments are as follows:

- » 600 x 1200 or 800 x 1200 rack complete (with blanking plates fitted)
- » 32A single phase under floor power supplies (Power Whips)
- » 2 x power bars
- » Replacement floor tile (with access grommet)

In addition we can provide:

- » Layout optimisation
- » Power density balancing
- » Cabinet PDU selection
- » Power and environmental monitoring
- » Three phase power whips and bars
- » Structured Cabling installation
- » Pre-cabling and labelling
- » Rack and Stack Services



Remote Hands

Sure Remote Hands is a 24 x 7 first line maintenance service, providing remote hands facilities to our colocation customers. Remote Hands maximises your operational uptime and reduces your cost. The service is managed via our Network Operations Centre (NOC) open 24 hours, 365 days a year and is supported via Sure's highly trained technicians. Our on call technicians can be deployed within 2 hours of a Remote Hands request. Working with your technical teams our highly trained staff can perform a number of remote services:

- » Visual inspection of devices to assess equipment status
- » Rebooting routers, servers or other equipment
- » Remove AC or DC power from equipment
- » Cleaning equipment and cabinets
- » Circuit testing
- » Providing loop-back cables in order to test circuits remotely
- » Re-seating or replacing components or cables
- » Disconnecting systems from the network in the event of a network security event



Service Transition & Migration

You may wish to transition service from your current location or from a different data centre facility in this case our technicians can facilitate the move.

- » All Build Services
- » Full source DC pre-migration audit
- » Risk assessment
- » Phased or single move migration planning
- » Transport between sites
- » On-site support during the move



Cross Connects

Sure Data Centres can provide all your cabling needs within the Data Centre colocation environment. Cross connects can include:

- » Connectivity to the Wide Area Networks provided by Sure
- » Inter-cabinet connectivity
- » Installation scheduling
- » Supply, installation, test and handover
- » Break-fix