



Service Management

The Colt DCS Service Management team is here to make sure that our customers have a consistently great experience when working with us.

Acting as the link between your business and ours, we'll agree with you the way we will work together, we'll make sure you know how our business works and how (and when) we will deliver for you, we will always keep you up to date on how we are performing, we will drive our business to make sure you never get less than you expect and we will work with you to improve our service and find ways to use our services to improve your business.



Key points of Colt DCS Service Management?

Relationship Management

We'll agree, document and manage the way in which you want to interact with our business

SLA Management

We will ensure that your service levels are measured, managed and maintained

Service and Business Improvement

We'll work with you to ensure you're getting the best from Colt DCS

Escalation Support

We'll step in if our normal processes don't work



Key benefits of Colt DCS Service Management?

A representative and SPOC within Colt DCS will be assigned so you get efficient responses to all your enquiries.

Professional on-boarding, regular performance reporting and reviews, continuous improvement and escalation support.

We'll listen to your feedback on a regular basis and appropriate actions if we are not meeting your expectations in any way.

In the unlikely event, should things go wrong, we have a robust 24/7 escalation process.

We have a range of packages to suit your needs – or if you prefer something more tailored, please talk to us about our bespoke option (P.O.A).

		Gold	Platinum	Platinum Plus
On-boarding	Workshop to define and agree in-life support and reporting	✓ Via VC	✓ 1/2 day	✓ Full day
Colt Operations Manual	A document describing housekeeping and site rules and all relevant processes & contacts	✓	✓	✓
Reporting	Standard monthly reporting on Power Usage, Environmental conditions, Incidents and changes	✗	✓ As agreed	✓ Included
Service Reviews	Regular Performance Review where the Service Manager explains reports, shares details about performance and suggests improvements	✗	✓ 2-3 hours per month	✓ 3-5 hours per month
SLA Management	We ensure that the agreed level of service is adhered to or that you will receive active information about failures and remedial actions	✓	✓	✓
Service Improvement	Research on incidents and issues to eliminate recurrence and minimise impact, development of service Improvement activities to improve customer experience. Overall Problem Management	✓ Background	✓ Background	✓ Visible
Change Management	DCS Manage all changes, maintenance, Break Fix and Projects through a robust process. You will be informed of relevant changes (service affecting SA and non service affecting)	✓ SA only	✓ SA only	✓ All
Escalation Support	Service Manager acts as the customer contact if normal escalation processes are not working correctly	✓	✓	✓
Service Deep Dive	Thorough review of customers' services, issues and levels of satisfaction with participation from senior service managers and key customer sponsors	✗	✓ Anually	✓ Quarterly
Contract Review/Update	We will ensure your contract is regularly reviewed, with pricing and SLAs kept right up to date	✗	✓ Anually	✓ Quarterly



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Colt Data Centre Services



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Colt Data Centre Services



In today's world, great businesses must be secure, resilient, scalable and above all - connected.

At Colt Data Centre Services this is our business. Colt Data Centre Services offers flexible and affordable colocation and IT infrastructure solutions. Our connectivity and colocation solutions allow our customers freedom to plan effectively for the growth of their business, knowing that their data centre strategy is future-proof.

We operate 24 state-of-the-art data centres across Europe and Asia Pacific, offering 24/7 security and local language support. We are connected to a further 530+ third party data centres across our network and are able to offer private links into the major public cloud providers.

As the only data centre provider in the world to secure the highest M&O certification by the Uptime Institute, our operational standards are recognised as industry-leading.

Colt Data Centre Services has over 20 years' experience in designing, building and operating energy-efficient, reliable data centres - hosting significant financial, media, corporate and cloud wholesale providers across the world.

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Accreditations

ISO 27001

ISO 14001