



# SERVICE DESCRIPTION

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## Colocation Services

# Executive Summary

## High Level Overview

Thrive has extensive experience delivering a range of Co-Lo, hosted and fully Managed Services. Our Co-Lo services are administered via our team of experts based within our Technical Assistance Centre inside our Tier 3 + Data Centre which is wholly owned and operated by Thrive. This Data Centre in Luton is a purpose-built facility situated 35 miles from the City of London outside of the M25 perimeter. The Data Centre design fulfils our Clients requirements delivering the most secure, resilient and flexible IT hosting environment. The secondary partner Data Centre at Hoddesdon is located within 10 minutes from junction 25 of the M25 with synchronous replication distance of Docklands/City and our Luton facility.

Our primary facility measures in excess of 16,000 square feet with over 6,000 square feet of Data Centre space split across two halls. Our halls house 240 racks utilising cold-aisle containments. Both Data Centre halls provide affordable communal or caged Co-Lo space. Our services provide highly reliable power, highly efficient cooling delivering industry leading Power Usage Effectiveness (P.U.E). It is important to note that our P.U.E is less than 1.4, industry average for P.U.E ranges between 1.7 and 2.9.

Thrive work with a range of 3rd parties delivering power, environmental controls, fire suppression and supply of generator fuels for our Data Centre infrastructure.

## Business Benefits of Partnering with Thrive

When Clients partner with Thrive they can expect to receive a clear range of benefits when our Co-Lo Services are purchased. These benefits will include: A comprehensive range of service cover periods up to and including full 24 x 7 x 365

- A single point of contact engagement model, only ever one number to call
- Support from a long-standing Cisco Gold and technology partner
- Configuration advice across a broad range of technical competencies
- A focus on service restoration first, commercials second
- Fully underpinned contracts providing IOS and software feature enhancements, ensuring Customers yield maximum ROI from their devices
- Extensive range of service options to call upon
- Direct access to a broad breadth of technical resources up to and including CCIE

## Restrictions on Disclosure

Information contained and built within this Service Description remains the property of Thrive unless strict permissions to the contrary have been provided. Information shall not be released nor disclosed either in part or as whole without strict consent of Thrive.

## Services Scope

The purpose of this document is to provide a summary of the component elements which will make up the service. This is an external facing document.

## Service Components

Thrive is a tier 3 + Data Centre owner/operator specialising in the design, build and on-going support of mission critical Data Centre facilities.

Our facility and services have been designed to deliver the following key components:

- Incident management
- Fully resilient power and cooling systems
- Ability to quickly flex up and flex down infrastructure and connectivity requirements
- Access to broad range of “value-add” service components
- 24 x 7 x 365 monitored services
- Use of pre-stage lab facilities
- Comprehensive fire detection and suppression systems throughout our facilities

## Standard Services Components

Incumbent within this service will be the following key service elements:

### Rack

Thrive’s standard racks are lockable 46Us in height (a U being 1.75 inches) and are 1000mm deep by 600mm wide, with 42U of the rack space available for Client Co-Lo use. They can accommodate all standard 19-inch rack mountable hardware.

### Redundant Power

Within each rack, 240V power is delivered via two separate feeds (from the two separate power boards, two separate UPS systems and two separate diesel generators)



All racks are presented with 2 power strips each with 20 x IEC-320 C13 connections and 4 x IEC-320 C19 power connections.

## **Redundant Cooling**

Within each hall are four 100KvA Stulz fresh-air CRAC systems providing ecologically friendly, highly efficient temperature control. These devices are commissioned in an n+1 redundant arrangement across each data hall.

## **Service Management Reporting**

Thrive will deliver a monthly service report on Client power and cooling.

## **24x7 Site Access**

Our Data Centres Services offer a 24 x 7 site access policy in-line with the associated Service Level Agreement.

## **Basic Remote Hands**

As part of our standard service offering Thrive provide 2 instances of basic remote hands per month, per rack. Duration of activity will be up to 30 minutes per instance. If more than 2 instances per rack are required per month then ad-hoc charges will apply at Thrive's current rate.

These Services are detailed below:

## **Power Reboot**

Thrive will power equipment on and off and report any abnormalities to the Client.

## **Visual Check**

Thrive will check if the power lights are on and whether any other indicator is showing an error.

## Media Inserts/Swapping

Thrive will change or insert provided media into the Client's servers. Clients can post media (such as CD-ROMs, DVDs, or Memory Sticks) to Thrive prior to this service being requested\*

## External Components Hot Swap Outs

Thrive will change or insert replacement components such as disk drives or power supplies\*\*

Notes:

\*Thrive will not be responsible for failure of any software to load.

\*\*Component must be hot swappable without removing equipment casing.

## Enhanced Remote Hands

The enhanced remote hands service if purchased will deliver the following key service elements:

## Third Party Engineering Reports

As part of this service Thrive will escort Client nominated 3rd party engineering resources whilst on site. This will also include opening and closing racks.

## Remote Server Assistance

This element will include an OS knowledgeable Thrive resource providing intelligent hands and eyes to assist remote Client.

## Remote Infrastructure Assistance

This element will include an infrastructure knowledgeable Thrive resource providing intelligent hands and eyes to assist remote Client.

## Internal Cabling Installation

This element will provide internal patch cabling installation to encompass each Clients standard.

## Equipment Installation Service

Thrive will provide installation Services where the Client delivers equipment to site and Thrive work with remote Client to configure hardware.

## Service Levels and KPIs

Description	SLA Target
<b>Basic Remote Hands</b>	2 working days for completion
<i>Service Cover Period - TAC Operational Hours - Mon-Fri 09:00-17:30</i>	
<b>Power SLA</b>	
<b>Monthly power availability</b>	=100%
<b>Rack Provisioning</b>	
<b>Time to deliver new Rack</b>	20 working days
<b>Environment SLA</b>	
<b>Calculated monthly supply air temperature = 21°C +/-5°C (between 16°C-26°C)</b>	=100%
<i>Service Cover Period - 24 x 7 x 365</i>	
<b>Requests to Access the Datacenter should be made 24 hours in advance. New visitors will be required to show a passport or driving license.</b>	

## Service Credits

Service Credits apply in two instances:

### Temperature/Environment

The following Service Level and Service Credits are applicable in respect of the number of minutes in a calendar month the supply air temperature measured from fixed Host probe(s) in the Data Centre is outside of the range of 21°C +/-5°C.

Service Levels (per month)	Service Credit
<b>Up to 60 minutes</b>	10
<b>Up to 120 minutes</b>	15
<b>Up to 180 minutes</b>	20
<b>Over 180 minutes</b>	25



## Power

The following Service Level and Service Credits are applicable in respect of the number of minutes in a calendar month that power is unavailable to a Client rack (not an individual outlet).

Service Levels	Service Credit
Up to 60 minutes	10
Up to 120 minutes	15
Up to 180 minutes	20
Over 180 minutes	25

A Service Credit is defined as 1% of the Price payable in a calendar month, for the specific Client Service or Services, which have not met the defined Service Level

Thrive will provide a monthly KPI report to the Client.

A maximum of 100 Service Credits can be claimed in one calendar month. Service Credits can only be claimed for the calendar month in which they occur and cannot be rolled into subsequent months.

All Claims for Service Credits must be initiated by the Client to Thrive's Representative in writing.

The Client will have 30 Working Days from the receipt of a Monthly KPI report of the month in which the event occurred to claim for Service Credits.

All claims for Service Credits must be supported by the appropriate Monthly KPI report.

Where Service Credits claims are not made within the notified period no Service Credits will apply.

Applicable Service Credits will be paid one month in arrears in the form of a credit note which can only be applied against the future provision of Services.

Clients will have 30 Working Days to query any Service Credits issued. Where supplementary Service Credits are due, these will appear on the following monthly invoice.

Where Thrive inadvertently issues an overpayment of Service Credits, Thrive reserves the right to have these refunded. This will take place on the following monthly invoice after notification to the Client.

The Service Credit shall be the sole financial remedy to the Customer in respect of the unavailability of Services.