



# Tech support

Market leading colocation,  
cloud and server support  
from Teledata



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

w: [www.teledata.co.uk](http://www.teledata.co.uk)

A Datum Group company



# Welcome to Teledata

**We're a Tier 3 data centre facility in Manchester, located right at the heart of one of the Manchester Airport City Enterprise Zones.**

We're ISO27001 accredited and provide premium colocation, cloud hosting and data centre services to businesses across the country. We're proud to be one of the most secure, resilient and well-connected data centres in the UK. In fact, our Security and Operations Control Centre (SOC) means that we're the only data centre globally, with an NSI Gold Approved BS5979 security centre on-site.

## **Bringing people and technology together...**

Delivering the highest levels of service and support, we put people at the heart of our technology with solutions that are designed to optimise your business performance, empower your teams and help you to grow.

## **Our building, our builds, our people**

We're proud to operate Manchester's premium independent data centre. We own the buildings that the servers are housed in, we built the data centres to top specification, and our dedicated support team is based right here too, looking after a network of clients across the globe.

## **Our people, your team**

We bring people and technology together, and you can bank on our team of passionate technical experts to support you every step of the way. All of our engineers are VMware® certified, SC cleared and background checked, and our customer support team is based right here on-site at our MCR1 facility in Manchester.

## **A Datum Group company**

In the first of its bolt-on regional expansions, 2022 saw our acquisition by Datum Datacentres. As a key benefit of this development, Datum's purpose-built flagship FRN1 facility in Farnborough offers Teledata clients a trusted second-site path within the increasingly strategic London-edge zone.



**We'd love to see you...**

Why not pop in for a tour of our facility? Visit our website at [www.teledata.co.uk](http://www.teledata.co.uk) or call 0161 498 1200 for details.



# On-site experts are part of the deal

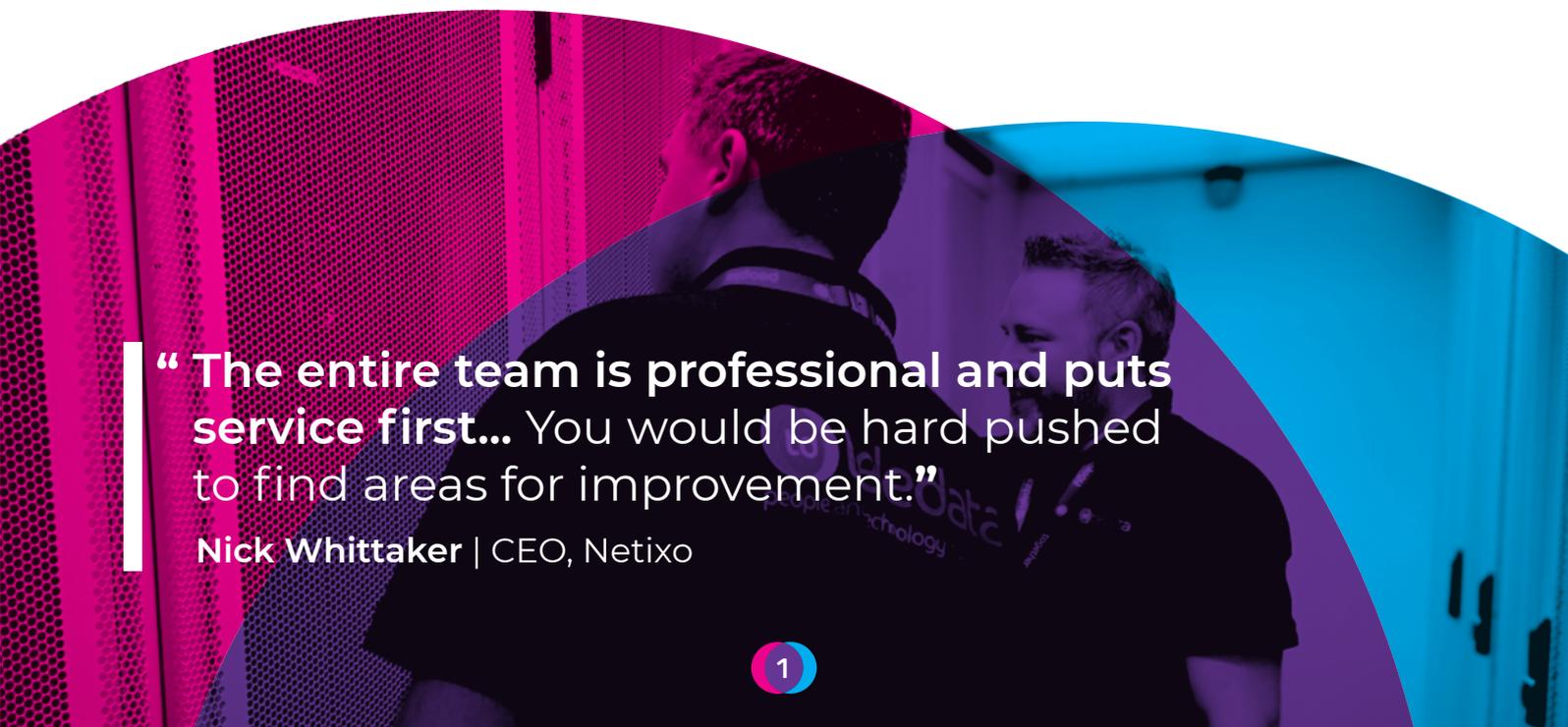
**When you trust a colocation or cloud provider with your infrastructure and data**, you want assurances they can support you with what you want to accomplish — no matter what happens. However, many suppliers charge extra for support, make their customers jump through hoops to talk to a real human being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

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

**No hidden charges. No extras. Support is included in the price you pay.**

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

The team that works on your enrollment, is the same team of people that support you. So you can really get to know each other on first name terms.



**“ 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?

Our standard support hours are:

**Monday–Thursday:** 7am–7pm | **Friday:** 7am–5pm

Outside of these hours, critical remote hands can be raised via [critical@teledata.co.uk](mailto: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](mailto:support@teledata.co.uk)
- > **Website and live webchat:** [www.teledata.co.uk](http://www.teledata.co.uk)

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

## ▶ Our ticketing system

Customers 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.



# #TeamTeledata in your words...

**“The team at Teledata has been a breath of fresh air compared with our previous provider. They helped us move very quickly and nothing was too much trouble. The support team, when required, was easy to reach any time of the day. We now feel we are in a better position overall than we ever have been and we have also gained significant financial benefits by moving. I would not hesitate in recommending Teledata to any company requiring a premium class data centre.”**

**Alastair Bates** | Managing Director, Hosting Systems

**“What stands out to me about Teledata, aside from the technical elements, is how supportive and friendly the team is to deal with. Whether it’s taking our clients on tours of the data centres, or allowing us to use their office space and meeting rooms to meet with my team and customers, nothing is too much trouble. The team is always on hand for calls or meetings, always ready to give us the information we need to help our customers and we have never been let down by Teledata.”**

**Conor Marken** | Sales Director, Cloud Geeni



# Site access

## ▶ 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](mailto: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.

**“Teledata 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.
- > **Front entrance door (revolving door):** Card enabled if booked during office hours. Intercom access if not.
- > **TD1/TD2 Outer door:** Use phone to gain access at all times out of hours.
- > **TD1/TD2 Inner door:** Enabled with card if booked during office hours. Use phone to request override if not.
- > **TD1/TD2 exit:** Card enabled if booked during office hours. Use phone to request override if not.

## ▶ Customer portal access (colocation only)

Colocation customers 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.

## Find out more — contact your #TeamTeledata

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

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Call: 0161 498 1200

e: [sales@teledata.co.uk](mailto:sales@teledata.co.uk)

w: [www.cloudactiv.co.uk](http://www.cloudactiv.co.uk)



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