

Getronics Capability in Data Centre Services

Capability Statement

Getronics is a leading global ICT service-provider. As an expert in workspace management services, data centre and hosting services, and consultancy, Getronics has a complete portfolio of integrated ICT services for the medium to large enterprise market.

Getronics operates according to a Global Service Delivery Model ensuring that consistent high quality services are provided to clients worldwide. Since October 2007, Getronics has been part of KPN, the main provider of telecommunication services in The Netherlands. The KPN Data Centre services have now been integrated within Getronics.

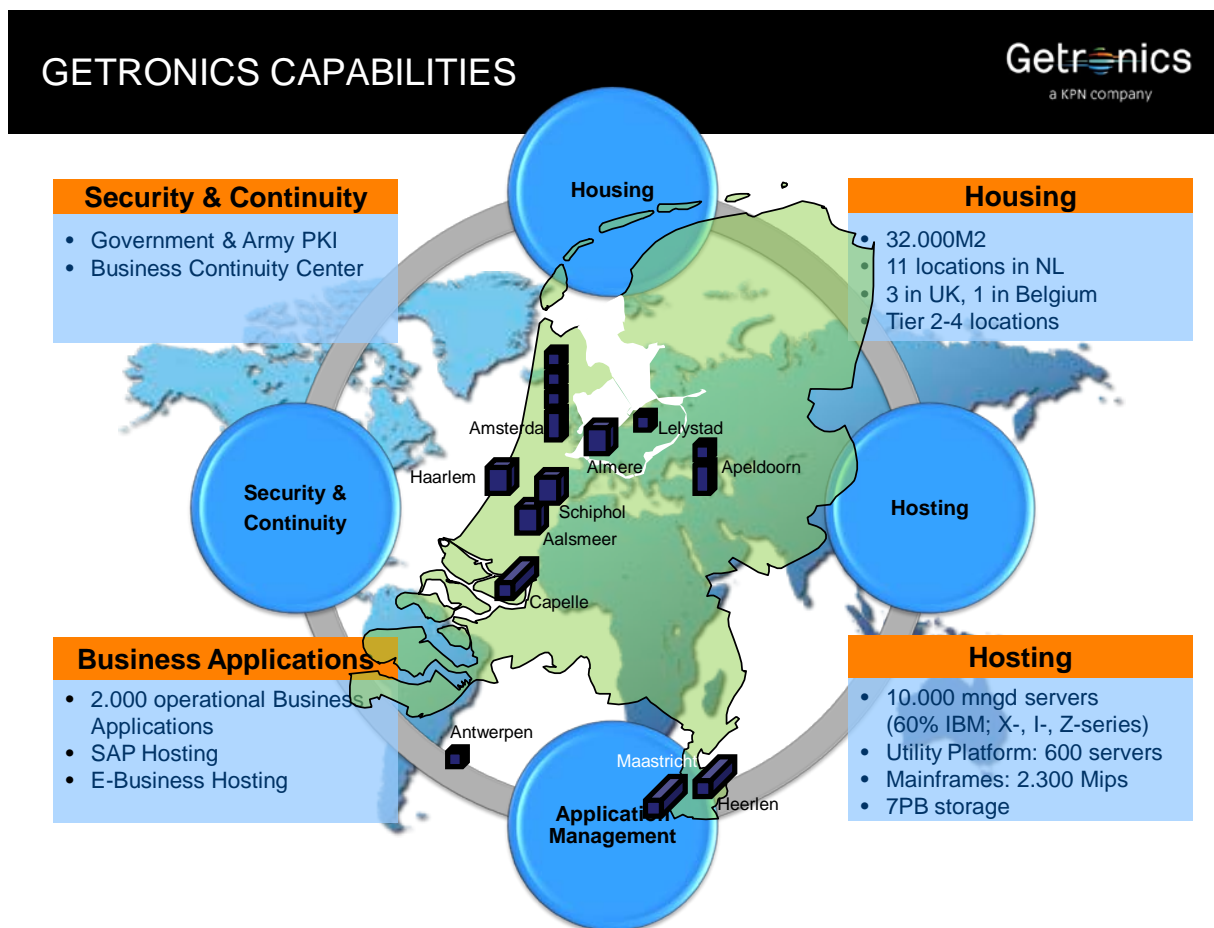
The services available to infrastructures located in Getronics' data centres range from basic hosting (or co-location) where Getronics is only responsible for the provision of secure floor space and environmental needs such as power and cooling, to a number of incremental services, such as:

- Hosting with technical assistance, including use of Getronics 24x7x365 operations staff and expertise, backup and media management, and non-invasive monitoring of availability and/or basic system services
- Full Management Service, including the provision of technical support services covering systems operations and administration, security, backups, workload scheduling, anti-virus, operating system upgrades / patching, etc
- Utility Based Computing, where Getronics can provide the server, storage and network infrastructure as well as the service delivery and support staff, with charging based on a "pay as you go" on demand model that can be predictably flexed according to business need
- Applications hosting, delivered on a shared or dedicated infrastructure with full support of the infrastructure and monitoring and management of the application set. This can also optionally include software provided as part of the service utilising agreements that Getronics has with a number of software vendors, such as Microsoft

Building upon the above data centre services, IT Support functions such as Service Desk for incident logging and tracking can also be provided, which can itself be enhanced into a fully outsourced and self sufficient function also providing problem management, configuration management, change management and release management.

Further options exist for the provision of ongoing technical and application support, including database administration, and these services can be tuned to be as extensive or basic as needed, covering key IT Delivery areas such as availability, security, capacity management, etc. In addition, where customers are unable to have part or their entire infrastructure relocated to Getronics facilities, options are available for remote operations and management based upon the same portfolio of services.

In terms of capability, Getronics operates 15 data centres around Europe offering the complete range of services above. This is best characterised in the attached chart.



Getronics manages 32,000 sq m of data centre space, and currently supports in excess of 10,000 servers with more than 7PB of storage under management.

Evidence of capability

Evidence of Getronics' capability is given in the attached table:

Large security services provider	Award – 2004 Start – April 2004 Finish – April 2011	Transition infrastructure to Getronics DC and transform. Manage 500 servers. Provide Exchange service as a utility.
International energy services company	Award – 2007 Start – Dec 2007 Finish – Dec 2012	Transition infrastructure to Getronics DC and transform. Manage resulting virtual 200 servers. Provide SharePoint service as a utility.
High street retail store	Award – 2001 Start – April 2001 Finish – Dec 2013	Fully managed Data Centre service plus utilisation of the Getronics iSeries Shared Service for on demand utility computing.
UK's largest price comparison website	Award – 2007 Start – March 2008 Finish – March 2014	Build high burn machine room facility and deliver DC services.
UK High street bank	Award 2007 Start April – 2007 Finish April 2010	Data Centre services and support and management of extensive testing capability. Management of 10,000 plus servers in their DC.
Europe's largest specialist media publishers	Award – 2006 Start – July 2006 Finish – June 2011	Hosting services including some technical assistance.
National Irish Newspaper	Start – Feb 2007 Finish – Feb 2010	Hosting, technical management, application management.
Large media company	Award – 2004 Start – 2004 Finish – 2009	Hosting Services, technical management, KA services, database management.
Dutch local government	Award – 2004 Start – 2004 Finish – continuous	Central hosting environment. Hosting services, including technical management. Security (PKI, SSL, Registration Authority). Extranet connections.
Dutch Government Social Security Organisation	Award – 2000 Start – 2000 Finish – 2010	Hosting services, including technical management. Recovery service. Storage solution.

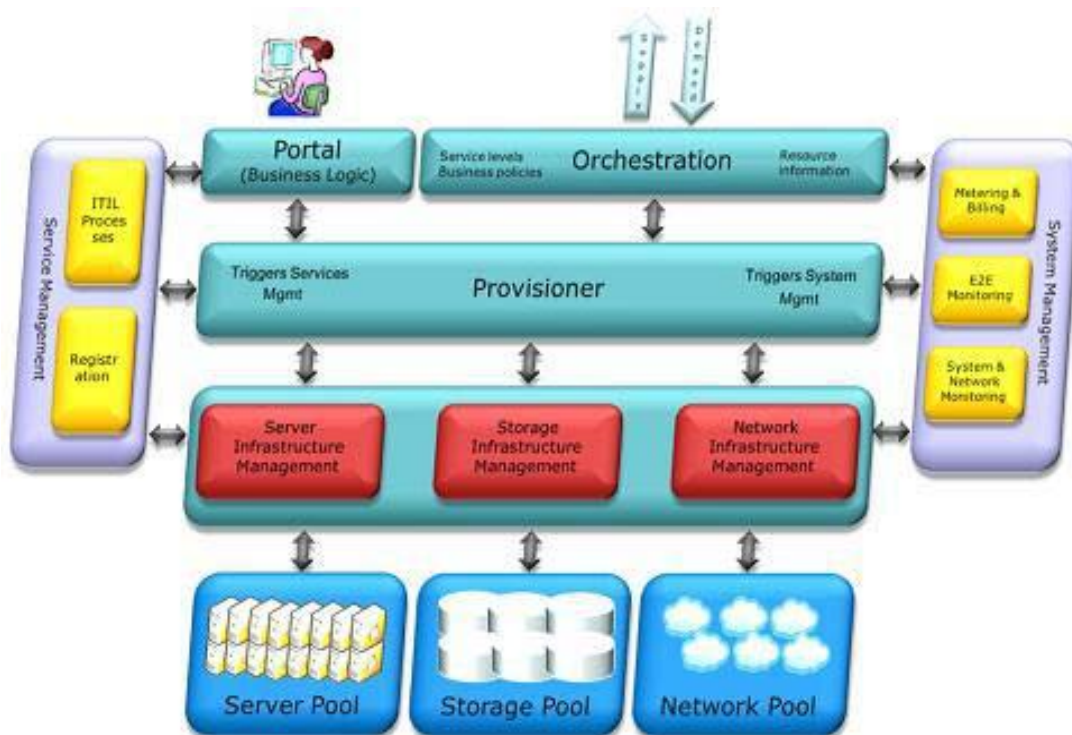
Utility Computing

Getronics is a leader in the development of utility computing and has established infrastructures in both The Netherlands and UK that offer utility services. In The Netherlands this service is growing at the rate of 60 virtual servers per week.

The utility environment allows the customer access to servers, storage and networks on demand, where that demand is captured through a portal environment and provisioned automatically.

In the near future this service will be able to deliver Applications hosting and Software as a Service as part of the portfolio.

Essentially the service will deliver generic applications services, such as Domain Services or Active Directory, as part of the infrastructure and will allow the delivery of Future Ready Workspace applications (such as archive, mail and print) alongside Managed Applications such as SAP and FileNet, accompanying application sets for the data centre such as storage services and applications management, as shown below.



Gartner predicts that 80% of commercial software will include Open Source software, and that 1/3 of business applications will be delivered as SaaS. Getronics is investing a lot of effort into ensuring our Utility models are dealing with these market trends, and believe we are ready to embrace this development.

Green Credentials

Gartner expects that Green credentials will become increasingly important for all purchasers of IT services, and Getronics is developing technology to support this. As a case in point, Getronics continues to innovate in its data centres and has recently unveiled a major initiative to introduce Kyoto Cooling solutions into some of its largest centres. This cooling methodology segregates hot and cold air on the data centre floor and feeds hot air through a heat exchange wheel and then back to the cool side of the data room. The wheel slowly rotates and exchanges heat with the outside, and will operate whenever the outside temperature is below 22 degrees C (more than 97% of the time in UK and The Netherlands).

Global Reach

Getronics employs 25,000 IT professionals in over 25 countries and has extended coverage through the Getronics Global Service Delivery Model into 80 countries. This enables Getronics to deliver upon our commitments and provide truly global solutions.

Managed Service

Getronics can provide a full Managed Service to organisations that do not have the capability to provision and maintain Microsoft infrastructure internally within their business. Getronics has invested heavily within our Infrastructure Services to enable customer solutions to be hosted within our Data Centres. This offers customers guaranteed level of service and quality.

Consultancy Services Practices

Getronics Consultancy Practice model enables us to meet all of our customer needs in the delivery of ICT solutions. The breadth of Getronics Consultancy practices include:

- Enterprise Content Management
- Business Intelligence
- IT Service Management
- Best Practice Consulting
- Business Process Management
- Solutions Architecture
- Communications Consulting
- Storage Consulting
- Programme Management