



iliad
DATACENTER



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DATACENTER & SUPPORT SERVICES

Focus on your business while we take care of the rest!
Enjoy our datacenter services and 24x7 support for mission-critical infrastructures.

SUPPORT SERVICES

REMOTE HANDS

Iliad Datacenter offers its customers remote management services backed by our on-site technical teams. We are here, whenever you need to assist you perform various tasks

- Switching power of a device OFF and ON
- Read your equipments screen display
- Toolless hardware replacements
- Connect devices (DVD/USB drive, consoles, cables, etc.)
- Portal access
- SMS notifications
- Tape Rotation Management

RESPONSE TIME

Response time	DC2	DC3	DC4
From 7am to 10pm	20min	20min	45min
From 7am to 10pm	90min	90min	90min

SMART HANDS

For mission-critical infrastructures that required scheduled and complex technical operations, we provide advanced support solution.

Our on-site team can perform operations on your equipment making sure your business is running well!

- Replace broken hardware (RAM, disk, power supplies, RAID controllers, switches, PDUs, etc)
- Execute scheduled tasks, such as maintenance of hardware
- Diagnose and solve problems
- Equipment inventory and labeling
- Installing newly received equipment under specific instructions

DATACENTER SERVICES

SECURE STORAGE ROOM

We know how critical it is for your business performance to have a great capacity planning an be organized. Our team receive and store your equipments (hardware, cabling, etc.) in our our datacenter secure storage rooms and remove any disruptions in your business organizations.

MULTI-CLIENT STORAGE AREA

DC2	DC3	DC4
10 Open days	10 Open days	4 Open days

ON-SITE SERVICES

Each one of our datacenter offers multiple on-site services for you and your team. You can consider our data centers at your second office.

- On-site build room/storage room
- Managed office
- Secure on-site parking
- Meeting rooms and canteen
- Equipment lending