



LDEx GROUP MIGRATION PACK

WHO WE ARE

LDeX Group is a carrier neutral datacentre operator in the United Kingdom which offers best in class enterprise grade colocation, network connectivity and streaming media satellite services across its portfolio of clients which operate in varying sectors such as managed services, media & streaming, financial services, enterprise and government.



Your migration journey to LDeX Group

With over 30 years' combined experience, we understand that the migration process is a strategic project for clients, which needs to be executed without impacting on business operations.

When you choose LDeX, we will work with you to come up with a tailored plan which suits your bespoke requirements, time frame and business priorities to ensure that your infrastructure is migrated on time, on budget with minimal downtime.

As a business, we want to hear where you want to be and offer solutions which enable your business to get there. From the outset, the team will put together a plan to enable your migration process to run as smoothly as possible.

The management and operations team will be there to guide you through the whole process and manage the secure direct delivery of your equipment on site.



WHAT TO EXPECT?

As a new customer, we want to ensure that your transition to our datacentre is as smooth as possible. With this in mind, we offer customers a 36 month contract with the first three months free of charge to ensure that your focus is on what you do best.

What we will provide?

- Label leads for easy identification
- Take photos of your equipment
- Run bespoke length leads
- Management of existing cabling
- Installation of colour coded leads available on request
- De-racking and re-racking of servers
- Lifting and shifting equipment
- Installation of new server equipment
- Cable management of server equipment
- Transportation of equipment
- Complimentary build and secure storage space for your transition period
- Allocated Project and Account Manager
- 24x7x365 access to the operations team
- Client portal to monitor rack activity
- Free set up fee
- First 5 cross connects free of charge
- Tier 1 and 2 connectivity
- In-house managed communication service provider
- Flexible contract
- Locker available on request
- Complimentary Wi-Fi, hot desks and meeting rooms
- Full access to the datacentre and network connectivity teams
- Joint marketing and PR initiatives

Easing the process

At LDeX Group, we offer a no set-up fee policy to all new customers. To ease the process of moving from other datacentres, we also offer new clients the first 5 cross connects for free.

Dedicated Project and Account Managers

At LDeX Group, you will be allocated a dedicated Account and Project Manager who will put in place a migration plan tailored to your needs. They will ensure that your infrastructure is delivered with ease and ensure that there minimal downtime in the migration process.

Client portal to monitor rack activity

We offer real time updates on a 24x7x365 basis on rack power and bandwidth activity levels enabling you, as a customer, to monitor your racks remotely. This is done through a secure client portal which gives you piece of mind in knowing that your servers, systems and infrastructure are in the most secure, robust and resilient hosting environment possible.

- Secure client portal to monitor your rack remotely
- Real time updates on a 24x7x365 basis on rack power and bandwidth activity levels

Best in class connectivity

Clients are given flexibility with regards to their network requirements with a wide array of top tier carriers and Internet Exchange points to choose from throughout the LDeX Group datacentre portfolio ensuring ultra-fast low latency connectivity over diverse dark fibre. You may not have to change your IP address and we will connect to any carrier of your choosing.

- Vast array of tier 1, tier 2 and Internet Exchange Points on premise throughout the datacentre portfolio
- Probably no need to change your IP address
- Connect to any carrier
- First 5 cross connects free of charge
- In-house managed communications service provider on premise to monitor the network



Responsive operations team

The operations team are available on a 24x7x365 basis to answer any questions you may have. All datacentre technicians are fully trained in all aspects of managing the day to day operations of our facilities and our network engineers have qualifications ranging from CCNP to CCIE level.

The experienced network engineering team at LDeX Connect monitor and manage the network to ensure continuity of business operations and in order to mitigate against any attacks to the network.

The management and operations team will be there to guide you through the whole process and manage the secure direct delivery of your equipment on site.

- **Operations team available on a 24x7x365 basis to answer any questions you may have**
- **All network engineers are fully trained with qualifications ranging from CCNP to CCIE level**
- **Responsive Management team available for consultation services**

Other services offered by LDeX Group

The management and operations team offer extensive remote hands, network and consultation services including

- **Tape rotation**
- **Managed firewalls**
- **Cabling**
- **Scheduled services**
- **DDoS Mitigation services**
- **Option to scale your infrastructure**

Real time updates

At LDeX Group, you will be given real time updates as to where your infrastructure is and when it will arrive.

www.ldexgroup.co.uk

Contact

If you would like further information about the LDeX Group migration service, please contact the Sales team on sales@ldexgroup.co.uk