

# Managed services

Secure, professional, fast, 24/7

**firstcolo**

05



# firstcolo managed services

Managed services: We manage a broad range of recurring IT services for you. This helps you conserve your own resources while also freeing up time and focus for your own business.

## Contents

Managed services	04
Managed hosting	06
firstcloud - the German cloud platform	12
Database-as-a-Service	14
Why firstcolo	18

## Broschürenübersicht

01	firstcolo	State-of-the-art data centers in Frankfurt am Main
02	firstkube	Simplified use of Kubernetes at every touchpoint
03	colocation	Futureproof, cost-effective data center services
04	cloud	Fast, flexible and secure
→ 05	managed services	Secure, professional, fast, 24/7

Managed services –  
customized,  
secure, reliable



Products, processes, customers, business models and vision: No two companies are exactly alike. But there is one thing they all share – the need for IT that reflects these individual overall conditions as perfectly as possible.

However, not every company can afford its own data center. When that happens, a service provider is needed to provide the right IT services externally – based on the company's individual needs instead of one-size-fits-all concepts: a service provider like firstcolo.

For each and every one of our business partners, we craft an individual concept and discuss exactly what is needed and in what scope. We can even accommodate special requests in the process, coordinating directly with you.

Our extensive product portfolio and the expertise we have built through years of experience allow us to deliver exactly the IT services you need for your business.

---

#### **Security & provision – 24/7**

Alongside customized data center and IT services, firstcolo also offers you a wide range of standardized managed services, which we provide for you at our data centers in Frankfurt. We offer everything from simple remote ,main-tenance services (remote hands) to managed hosting and beyond to fully managed solutions.

Managed services can take many recurring labor-intensive IT matters off your hands. You save on time, costs and effort. Plus, you have more freedom to focus on your business and your company's objectives.

# Managed hosting

## **Almost like a data center of your own**

Is having your own data center not yet financially workable for your IT-intensive medium-sized company, or not possible at your location? Are the costs of space, infrastructure, hardware, and staff more than you can afford right now?

If so, managed hosting is the right path for you! You can rent dedicated servers and the hardware to go with them, but that isn't all.

You can also put management in the hands of a professional service provider, which not only saves you time and resources, but also leaves you free to focus on your business.

---

### **What is managed hosting?**

We offer IT-intensive companies complete managed services at all levels – like a data center of your own, just without the investment in space, infrastructure, hardware and personnel.

In individual agreements, we stipulate the scope and quality of the desired services together –with up to 99.999% guaranteed availability each year. The services provided within our fully managed portfolio encompass several service levels, which often interlock with each other. When you outsource these services to a provider like us, you can save on time, effort, costs and hassle – plus, you can always rely on your IT.

---

## ✓ Management, handled by experts

feel free to concentrate on your business –  
your direct points of contact with us will handle your IT matters.

---

## ✓ Time savings

Let us handle your routine tasks.

---

## ✓ Cut costs

You rent a server, with no need to worry about maintenance and so on.  
This saves you the costs of staff, training, repairs  
and component replacement.

---

## ✓ Flexibility and scalability

Managed hosting generally allows you to scale your server capacity  
simply and quickly to meet your needs.

---

## ✓ Speed

Your network connection is in professional hands. We guarantee the  
availability (up to 99.999%) and bandwidth of the system.

---

## ✓ Monitoring

Our employees are hard at work for you 24/7, monitoring the network and  
equipment and responding right away to any risks or vulnerabilities.

---

## ✓ Security

Continuous monitoring and controlled physical access points with  
biometric identification are just some of the steps firstcolo takes to  
ensure the data center's physical security. We use state-of-the-art  
firewalls and other security measures to protect your critical business  
data against unauthorized outside access.

# What firstcolo managed hosting has to offer you

---

## High-availability clusters

Special offers, marketing activities and links can bring more website traffic than a conventional infrastructure can handle. Frustration, incomplete purchase transactions and lost sales are the result, but all are avoidable. We have devised a cluster concept for e-business companies to deal with these kinds of peak loads. The server cluster can be scaled at will during operation, monitoring or controlling specific performance values centrally. This even makes it possible to compensate for hardware failures.

---

## VPN solutions

Our concept for location and company networking impresses customers with managed services, cost-effectiveness, and flexibility when expansion is requested. The firstcolo virtual private networks play an important role here, connecting local networks from various company locations and ensuring that there is a standard network connected across different geographic locations, even globally. We develop a customized infrastructure for this and ensure that high bandwidths are available at all locations. Digital certificates and keys provide the necessary security. We also offer IPsec tunneling as a fully managed service. In this way, we establish secure connections between your internal IT infrastructure and that of the data center – a big plus right now in particular, as working from home is becoming more and more prevalent.

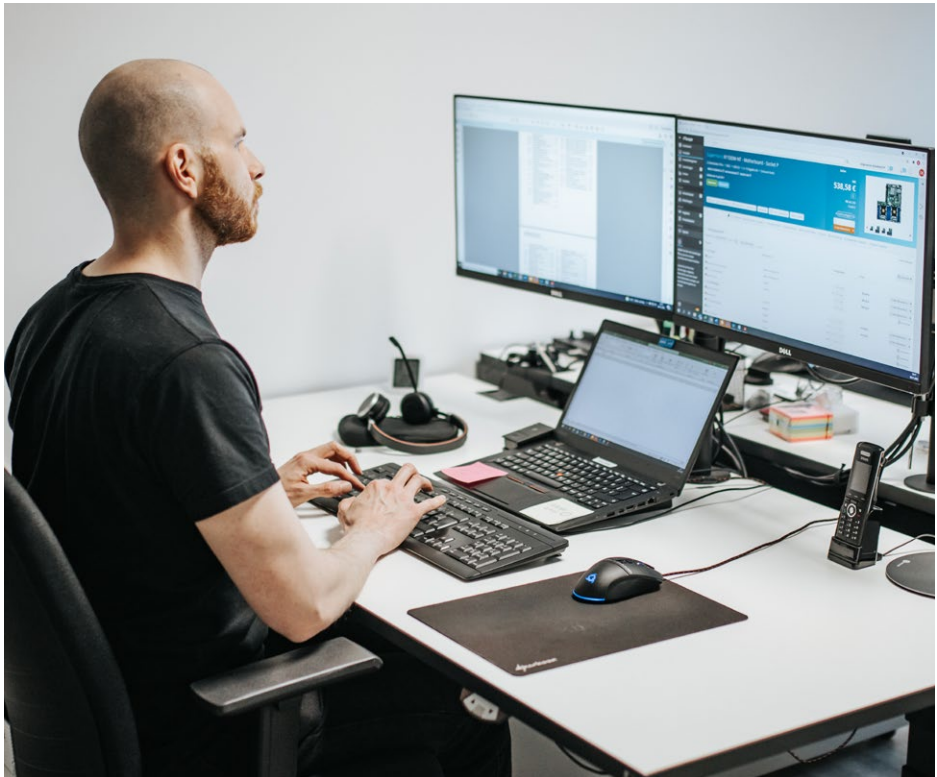
---


## Load balancers

Our load balancing uses an external interface to distribute incoming and outgoing data traffic to multiple resources dynamically, depending on the situation. This is how we guarantee secure, reliable provision of applications and content, particularly in environments with high standards for data throughput. This kind of efficient, accelerated load distribution ensures an optimized user experience, but that isn't all. The structure of our data centers and the fact that data are distributed across multiple locations also mean that we are well positioned with an eye to backup concepts and geo-redundancy.



# Your benefits at our locations



- 
- ✓ We handle the infrastructure, from electricity to the server and the virtualization environment.
  - ✓ Proactive advice from experienced project teams
  - ✓ Individual conceptualization upon request
  - ✓ Modular pricing structure
  - ✓ Short response times and fixed points of contact
  - ✓ 24/7 contact options, up to 99.999% availability
  - ✓ Cross-brand, name-brand hardware
  - ✓ Geo-redundancy models possible
  - ✓ Offsite Backup storage
  - ✓ Multi-terabit connection
  - ✓ Powerful, effective DDoS protection based on Arbo

# firstcloud – the German cloud platform

## Your benefits – our cloud

- ✓ Cost savings through lower TCO as main factor
- ✓ Security at German data centers
- ✓ 24/7 support and incident management
- ✓ Flexibility through use-based billing

From Web applications to online shops and Internet portals, most companies shift a key portion of their infrastructure to the cloud as part of their digital strategy. This way, they have the necessary resources available to meet demand quickly at all times – and it's all much simpler than with a solution involving classic dedicated servers.

## **Your path to our cloud**

---

### **Cloud consulting**

The first step in moving to the cloud is often followed by a number of further challenges and hurdles. Implementing new projects and providing further services, in particular, can pose challenges that companies have not considered before. With this in mind, our experts make certain all of the subsegments of your cloud work together optimally and also respond swiftly to new requirements. You can count on it.

Whether you are migrating to an existing cloud infrastructure or expanding to a hybrid cloud, you can trust in our years of expertise and put our advising service to work for you.

---

### **Public cloud management**

A large portion of companies already pursue a holistic strategy in the public cloud segment with leading providers such as Amazon Web Services (AWS) and Microsoft Azure. Of course, the flexibility these providers offer is vitally important, especially with large projects. Still, it's easy to lose track of these projects, with their high complexity and extensive feature sets, and they involve a lot of work for configuration and maintenance.

To help you reach your cloud strategy's full potential, we can also support you in managing your public clouds. We offer direct cloud connect from our data centers in Frankfurt to leading providers such as Azure and AWS at speeds of up to 100 Gbit/s. Especially with Azure, we have strong references and utilize Microsoft technology across a range of projects for our customers. In combination with our extensive application management, our experts ensure efficient management of your public and/or hybrid cloud – which frees you up to focus on your business.

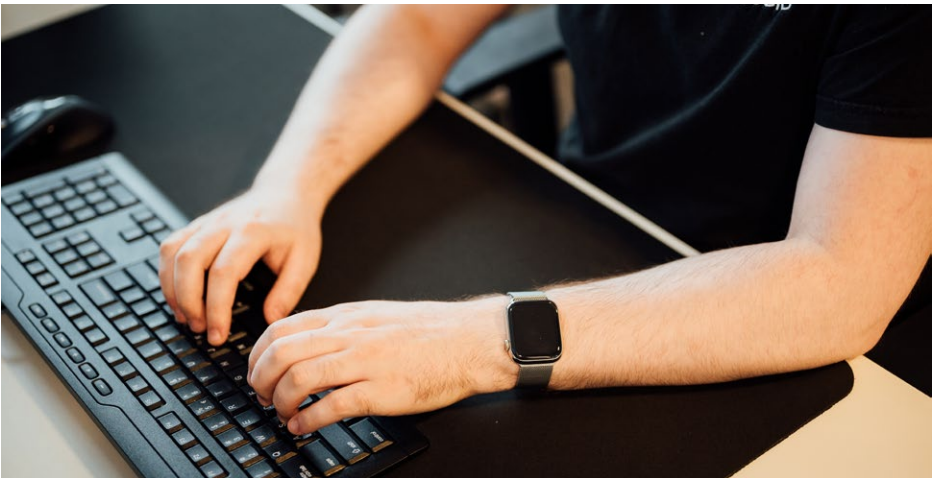
# Database-as-a-Service

Scalable, secure, reliable

Databases on demand, without time-consuming work at your end to configure servers and infrastructure:

We provide these services on our efficient cloud infrastructure, backed by our team's expertise, which saves you time, resources – and hassle.

Just work with us to map out the necessary details for putting your desired solution into action and then sit back and relax. Our team guarantees smooth migration of your databases.



And you benefit from the many benefits and features of a cloud-based infrastructure:

- 
- ✓ High cost effectiveness
- 
- ✓ Time savings
- 
- ✓ High scalability
- 
- ✓ Protection against data loss
- 
- ✓ 24/7 support
- 
- ✓ High-quality infrastructure

# Your benefits



Conventional, rational or noSQL?  
Or maybe Database-as-a-Service instead?

Every company has to decide for itself. In general, though, Database-as-a-Service offers the same features and functions possible with a regular database while also providing a number of key advantages:

---

✓ **No infrastructure of your own needed for setting up databases**

We host your databases in our high-performance cloud environment, so you don't need to set aside resources for your own database infrastructure.

---

✓ **Low administrative effort**

Along with providing and configuring your database, we also handle administrative tasks such as maintenance and upgrades. That leaves you free to concentrate entirely on your business

---

✓ **Quality & security – with the right provider**

firstcolo is an experienced operator of cloud environments, so you can put our expertise to work for you optimally as you explore your Database-as-a-Service options.

---

✓ **Database modernization through automation**

Database-as-a-Service lets you automate numerous processes in combination with orchestration tools. This does more than just reduce the time spent. It also lowers the error rate.

---

✓ **Regular backups –tailored to your needs**

Together, we determine the intervals at which we perform regular backups. This means you have optimum protection against the possibility of data loss – even if a rare instance of downtime occurs.

---

✓ **Futureproof & stable –thanks to flexible resource expansion**

It's easy to expand your database system's resources when they reach their limits. Whatever the future may hold, you can rest assured that your database will adjust.

# Why firstcolo

firstcolo has been advising and serving customers with all kinds of server and network questions since 2004. We currently have two data center locations in Frankfurt am Main, and we are continuing to grow.

The secret to our success is consistency – from using the most advanced and most efficient technologies to continuously expanding on our capabilities and unlimited flexibility and through to a rigorous focus on the customer and on service.

---

## What drives us

The Internet is the beating heart of the economy – and our lives. More and more products and services are moving online. Having a website is an integral part of the business model of practically any company today. Thanks to cloud computing, we can access our data from anywhere in the world. But a digital society has to be able to rely on the IT infrastructure to be available at all times – and the same is true for our customers.

---

## A strong partner right from the start

Outsourcing IT resources is a big step, and one that requires careful consideration. With that in mind, we can support you right from the start, working with you to ensure that all your requirements and wishes are accommodated. In the process, we do more than just guarantee a highly available infrastructure that meets your needs. Our outstanding technical points of contact are here to help with whatever you may need – including 24/7 in emergencies.

---

## Expertise is our business

We set high standards for ourselves, performing all our tasks accurately, securely and efficiently. That's why our technicians are prepared and trained for all requirements in the area of servers and infrastructure. And if there's ever a time when we don't have the right specialist on the team for a specific job, we have an extensive pool of experts who have been working with us for years.



For further information about firstcolo,  
please see brochure 01 | firstcolo – data centers in Frankfurt am Main.  
Thank you.



In its role as an operator of data centers in Germany, Frankfurt-based firstcolo GmbH offers its customers the utmost in service quality.

Alongside classic colocation and rental of server systems, our service spectrum also extends to security solutions, cloud services and managed services.

# firstcolo

---

firstcolo GmbH  
Kruppstraße 105  
60388 Frankfurt a.M.

+49 (0) 69 120069-801  
[info@firstcolo.net](mailto:info@firstcolo.net)  
[www.firstcolo.net](http://www.firstcolo.net)

© 2023  
All rights reserved