

managed services

Secure, professional, fast, 24/7



No. 05

firstcolo

the **HOME** of the internet
at the **HEART** of the internet



firstcolo managed services

We manage a wide range of recurring IT services for you. This conserves your resources while freeing up time to focus on your core business.

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Managed services – customized, secure, reliable

Products, processes, customers, business models and vision

No two companies are exactly alike, yet they all share one thing: the need for IT that perfectly reflects their unique requirements. However, not every company can afford its own data center. That's where a service provider comes in to deliver the right external IT services – tailored to individual needs instead of generic concepts. A service provider like firstcolo.

Tailored IT solutions, not one-size-fits-all

For every business partner, we craft a tailored concept, discussing the exact scope and requirements. We can even accommodate special requests through direct coordination with you.

Our extensive product portfolio and years of expertise allow us to deliver the exact IT services your business needs.

Security & availability – 24/7

Alongside customized data center and IT services, firstcolo offers a wide range of standardized managed services at our Frankfurt data centers. Our offerings range from simple remote maintenance (remote hands) to managed hosting and comprehensive fully managed solutions.

Managed services handle recurring, labor-intensive IT tasks for you, saving you time, costs, and effort. This gives you the freedom to focus on your core business and strategic objectives.

Managed hosting

Almost like having a data center of your own

**Is owning a data center not yet financially viable for your IT-intensive SME, or simply not possible at your location?
Are the costs of space, infrastructure, hardware, and specialized staff more than your current budget allows?**

If so, managed hosting is the perfect solution. You can rent dedicated servers and the necessary hardware – but that's only the beginning.

By placing the management of your IT in the hands of a professional service provider, you not only save time and resources but also gain the freedom to focus entirely on your business.

What is Managed hosting?

We provide IT-intensive companies with comprehensive managed services at every level – offering the benefits of your own data center without the heavy investment in space, infrastructure, hardware, and personnel.

Together, we define the scope and quality of your services in tailored service level agreements (SLAs) – with up to 99.999% guaranteed annual availability. Our fully managed portfolio includes various interlocking service levels. By outsourcing to a provider like us, you save time, effort, and costs while ensuring your IT is always reliable.

✔ **Management by experts**

Feel free to concentrate on your core business – your dedicated points of contact will handle all your IT matters.

✔ **Time savings**

Let us take care of your routine tasks.

✔ **Cost efficiency**

By renting a server, you eliminate the need for maintenance. This saves you the costs of specialized staff, training, repairs, and component replacement.

✔ **Flexibility and scalability**

Managed hosting allows you to scale your server capacity quickly and easily to meet your evolving needs.

✔ **Speed**

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

✔ **Monitoring**

Our team is at work for you 24/7, monitoring the network and hardware to respond immediately to any risks or vulnerabilities.

✔ **Security**

Continuous monitoring and biometric access control are just two of the steps firstcolo takes to ensure physical security. We use state-of-the-art firewalls and advanced security measures to protect your critical business data against unauthorized access.

What managed hosting from firstcolo offers you



High-availability clusters

Special offers, marketing activities, and campaigns can bring more website traffic than conventional infrastructure can handle. Frustration, abandoned purchases, and lost sales are the result – but they are avoidable. We have developed a cluster concept for e-business companies to manage these peak loads. The server cluster can be scaled at will during operation, with performance values monitored and controlled centrally. This even allows for the compensation of hardware failures.

VPN solutions

Our concept for location and company networking convinces customers with managed services, cost-effectiveness, and flexibility. firstcolo virtual private networks connect local networks from various company locations, ensuring a unified network across different geographic regions, even globally. We develop a customized infrastructure and ensure high bandwidth at all locations. Digital certificates and keys provide the necessary security. We also offer IPsec tunneling as a fully managed service, establishing secure connections between your internal IT and the data center – a major advantage as remote work becomes increasingly prevalent.

Load balancers


Our load balancing uses an external interface to distribute data traffic to multiple resources dynamically. This guarantees the secure, reliable provision of applications and content, particularly in high-throughput environments. Efficient load distribution ensures an optimized user experience, but that's not all: the structure of our data centers and the distribution of data across multiple locations also ensure robust backup concepts and geo-redundancy.

Your benefits at our locations



-
- ✔ We handle the infrastructure – from power supply to servers and the virtualization environment.
-
- ✔ Proactive advice from experienced project teams
-
- ✔ Individual conceptualization upon request
-
- ✔ Modular pricing structure
-
- ✔ Short response times and dedicated points of contact
-
- ✔ 24/7 support and up to 99.999% availability
-
- ✔ Vendor-independent, name-brand hardware
-
- ✔ Geo-redundancy models available
-
- ✔ Offsite backup storage
-
- ✔ Multi-terabit connectivity
-
- ✔ Powerful DDoS protection based on Arbor

firstcloud – the German cloud platform



Your benefits – our cloud

- ✓ Cost savings through lower TCO
- ✓ Security at German data centers
- ✓ 24/7 support and incident management
- ✓ Flexibility through usage-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 ensures they have the necessary resources to meet demand quickly at all times – and it’s far simpler than using traditional dedicated servers.

Your path to our cloud

Cloud consulting

The first step toward the cloud often brings unexpected challenges. Implementing new projects and scaling services can pose hurdles that companies might not have considered. Our experts ensure that all cloud components work together optimally and 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 rely on our years of expertise and consulting services.

Public cloud management

Many companies already pursue a holistic strategy using leading public cloud providers like Amazon Web Services (AWS) and Microsoft Azure. While the flexibility of these providers is vital for large projects, their high complexity and extensive feature sets can be difficult to manage, requiring significant effort for configuration and maintenance.

To help you reach your cloud strategy’s full potential, we support you in managing your public cloud environments. We offer Direct Cloud Connect from our Frankfurt data centers to providers like Azure and AWS at speeds of up to 100 Gbit/s. We have particularly strong references with Azure, utilizing Microsoft technology across numerous customer projects. Combined with our extensive application management, our experts ensure the efficient operation of your public or hybrid cloud – freeing you to focus on your core business.

Database-as-a-Service – Scalable, secure, reliable

Databases on demand, without the time-consuming effort of configuring servers and infrastructure

We provide these services on our high-performance cloud infrastructure, backed by our team's expertise. This saves you time, resources, and hassle.

Simply work with us to define the details of your desired solution, then sit back and relax. Our team guarantees a smooth migration of your databases.

And you profit from the many features and advantages of a cloud-based infrastructure



- ✔ **Maximum cost-effectiveness**
- ✔ **Time savings**
- ✔ **Seamless scalability**
- ✔ **Data loss protection**
- ✔ **24/7 support**
- ✔ **Premium infrastructure**

Your benefits

**Relational, NoSQL, or a traditional setup?
Or is it time to consider Database-as-a-Service?**

Every company must decide for itself. However, Database-as-a-Service generally offers the same features and functions as a traditional database while providing several key advantages:



✔ **No in-house infrastructure required**

We host your databases in our high-performance cloud environment, eliminating the need to allocate resources for your own database infrastructure.

✔ **Low administrative effort**

Beyond providing and configuring your database, we handle all administrative tasks, including maintenance and upgrades. This allows you to concentrate entirely on your business.

✔ **Quality & security with the right partner**

As an experienced operator of cloud environments, firstcolo provides the expertise you need to get the most out of your Database-as-a-Service options.

✔ **Database modernization through automation**

Database-as-a-Service allows you to automate numerous processes using orchestration tools. This doesn't just save time – it also significantly reduces the error rate.

✔ **Regular backups tailored to your needs**

Together, we define the intervals for your regular backups. This ensures optimum protection against data loss, even in the rare event of downtime.

✔ **Future-proof & stable through flexible expansion**

Easily expand your database resources as soon as they reach their limits. Whatever the future holds, your database system will adapt.

Why firstcolo?

firstcolo has been advising and serving customers on all matters regarding servers and networks since 2004. We currently operate two data center locations in Frankfurt am Main and are continuing to grow. The secret to our success is consistency – from using the most advanced and efficient technologies to the continuous expansion of our capabilities, paired with unlimited flexibility and a rigorous focus on our customers and service.

What drives us The internet is the beating heart of the economy – and our lives. As more products and services move online, having a digital presence has become an integral part of virtually every business model. Thanks to cloud computing, we can access our data from anywhere in the world. However, a digital society must be able to rely on IT infrastructure that is available at all times – a priority we share with our customers.

A strong partner from the start Outsourcing IT resources is a significant step that requires careful consideration. We support you right from the beginning, working closely with you to ensure all your requirements and objectives are met. Beyond providing a highly available infrastructure tailored to your needs, our expert technical points of contact are available to assist you whenever necessary – including 24/7 emergency support.

Expertise is our business We set the highest standards for ourselves, performing every task with precision, security, and efficiency. Our technicians are highly trained to handle all server and infrastructure requirements. Should a specific task require specialized knowledge beyond our core team, we can draw on an extensive pool of external experts who have been trusted partners for years.



For further information about firstcolo, please refer to our brochure **01 firstcolo – State-of-the-art data centers in Frankfurt am Main.**



As an operator of data centers in Germany, firstcolo, based in Frankfurt am Main, offers you maximum service quality.

In addition to classic colocation and server rentals, our service portfolio includes security solutions, cloud services, and managed services.

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