

European Customer Service Centre

Single point of contact

At Interxion, all of our customers benefit from the European Customer Service Centre (ECSC) – a specialised pan-European service and operational helpdesk that is unique in the market. The ECSC is the single point of contact for our customers and is the knowledge hub for Interxion's 28 European data centres. It helps us to optimise service and to track and improve customer focus. It also simplifies contract management and reporting for our customers and makes day-to-day and issue-driven communication easier, more reliable, and faster.

Nerve centre & knowledge hub

ECSC systems provide proactive monitoring and coordination across Interxion's 11-country European footprint, alerting operations to any irregularities before they become serious. Monitoring covers all physical infrastructure (Chillers, CRACs, Fire Panels, Generators, UPS, etc.). Coordination includes management of all site-access requests, remote-hands interventions, and scheduled and emergency maintenance. The ECSC also runs Interxion's SLA-based customer ticketing process and shares information across the Interxion network, making it Interxion's knowledge hub for incident identification, escalation, management and resolution.

Many countries, one voice

Multi-country customers account for over half of Interxion's business. An umbrella contract with a master service level agreement (MSA) means one relationship, reducing the need for multiple negotiations. And one point of contact for customer service means that multi-site customers receive all the information they need with a single phone call or email.

The ECSC team works seamlessly at both a local and pan-European level. They are in constant contact with operations managers across Interxion's entire footprint. Each of Interxion's 11 countries also has a dedicated ECSC team member responsible for ongoing reporting and liaison with local operational staff. Customer support is provided by email and phone in any of five languages: English, Spanish, German, French and Dutch.

Key benefits

- Unique single-point-of-contact, pan-European service and operational helpdesk
- ISO 27001-accredited, ITILv3-trained
- One contract, one set of service levels across all markets
- Proactive 24x7x365 monitoring and management
- Text and email notifications
- SLA-based ticketing process, from ticket allocation to resolution
- Multilingual capability
- Toll-free telephone number
- Exceptional record of customer satisfaction

Experts on call, 24x7

Our ECSC toll-free number means that customers can call free of charge from anywhere at any time to receive an update, raise a ticket or ask a question.

Every member of the ECSC is an experienced professional, fully trained in ITILv3, the latest Information Technology Infrastructure Library (ITIL) standard. In addition, the ECSC and all Interxion country operations are accredited for the internationally recognised ISO27001 (Information Security and Business Continuity) standard.

Our customer commitment

In a recent independent survey, 94% of our customers not only said that they were satisfied, but said that they would actively recommend Interxion. The ECSC is dedicated to improving this track record by keeping customer communication and commitment to continuous improvement at the heart of our offering.

About Us

About Interxion

Interxion is a leading European operator of carrier-neutral data centres and managed services. We serve our customers from 28 facilities located in 13 cities across 11 European countries.

Every Interxion data centre meets the most stringent industry requirements, offering the highest levels of security, power availability and energy efficiency.

Interxion's customer community also has access to 18 major European Internet exchanges and 350 carriers and ISPs, giving exceptionally convenient, cost-effective and reliable connectivity.

Our Customers

Over 1,100 organisations, ranging from global carriers and ISPs to leading content owners, service providers and enterprises, house their mission-critical infrastructure with Interxion.

They include

- Akamai
- BT
- Cable & Wireless
- Coca Cola
- Fortis
- HP
- IBM
- Level3
- Nasdaq OMX
- Real Networks
- RTL Interactive
- Sage Software
- Siemens
- SunGard

ISO 27001 accredited

In 2008 the ECSC was awarded ISO 27001 accreditation for Information Security Management Systems and Business Continuity. The audit and certification process focused on physical infrastructure, site security and access management, personnel capabilities, communications and operations, legal compliance criteria, and back-up and disaster recovery systems.

Contact us

If you have any requests or questions relating to the ECSC please contact us at any time:

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Accreditations & Associations



Uptime
Institute™

Cofounder EMEA Chapter,
Uptime Institute



the green grid™
member

Contributor Member,
The Green Grid



BSI™
ISO 27001
IS 537141

BSI™
BS 25999
BCMS 560099

ISO 27001 and BS25999-
accredited Information
Security Management &
Business Continuity Systems



Contributor, EC Joint
Research Centre on
Sustainability



Euro-IX

Patron of the European
Internet Exchange
Association

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