Data Centre Services

Indigo's comprehensive range of services ensure client facilities thrive even as technical and business needs change.

Future Proof Your Data Centre Footprint

Indigo has over 20 years of experience in every aspect of data centre design, build and support. Our deep skillsets are more valued than ever as facilities evolve into complex hubs for even more services. Run from our UK Network Operations Centre, we provide on-the ground engineering excellence to every corner of the planet, tackling every kind of requirement for different types of client.

Who We Help and How

Data Centres – our design, build and support skills cover power usage effectiveness, power distribution, cable containment systems and a full range of structured cabling solutions.
Hyperscalers and Enterprise – we serve the needs of every type of business, from power-hungry cloud providers to highly regulated firms focused on data protection.
Telcos – network-focused services range from point of presence (PoP) termination and interconnection to enabling 5G services at the edge.
Equipment vendors – we can design, build and support greenfield facilities or optimise hyperconverged stacks in existing racks and cages.

Design and Build – Adding Value At Every Step

Bringing the Indigo design and build team in at the start of a greenfield project will deliver long-term benefits in terms of value and performance. Mitigate the risks of badly designed suite layout, inefficient rack builds and inadequate cabling and power.

From CAD designs to testing and certification, we use best-practice processes and install standards-based systems that save money by minimising downtime and reducing maintenance overheads. Structured cabling and efficient power design will future proof the facility with appropriate levels of redundancy and scalability.

From commissioning and shipping equipment to powering up racks, we offer a unique end-to-end service. Whether it's a single site or a complex installation involving hundreds of points across the globe, Indigo has the capabilities to get the job done – on time and in budget to the highest possible standards.

Key Services

► End-to-end service: from design to fit-out
► Optimise 'racking and stacking'
► Maximise PUE (Power Usage Effectiveness)
► Testing and certification
► Infrastructure audits

Why work with us?

Maintenance/Remote Hands – Supporting Business Critical Services

Indigo combines on-the-ground engineering expertise with 24x7x365 NOC (Network Operations Centre) support to keep Data Centre services up and running. We cover first line reactive/preventative maintenance, second line remote technical support and escalate to third line expert support when necessary.

Preventative maintenance is about regular site inspections, audits and escorted access services as well as network audits to ensure optimum bandwidth utilisation. Our priority is to ensure data centres are always optimised for continuous operations.

When a service fault is reported to the NOC, our rapid response team kicks in. A global footprint of highly skilled vendor agnostic engineers are backed up by a fine-tuned logistics service that guarantees spares and replacements are quickly shipped. The goal is always about minimising downtime and driving continuous improvement.

Key Services

- ▶ Preventative maintenance
- ▶ Global rapid response team
- ▶ Second/third line technical/expert support
- ▶ 24x7x365 NOC
- ▶ Tailored Service Level Agreements (SLAs)

Connectivity Services – Delivering Future-Proof Facilities

Assembled over many years, Indigo has a global team of experts in connectivity planning and execution to meet the connectivity and technology preferences of every kind of client. A combination of accredited installers and technicians trained to global standards means any brand of fibre or copper cross connects can be supported and installed with carefully planned diversity as needed.

We use state-of-the-art mapping technology to plan and document routes and always have sufficient stock to minimise lead times. We carry out certified equipment testing in compliance with global standards and provide break/fix services with market-leading turnaround times. Our connectivity management capabilities can cover everything from security to fire suppression.

As Data Centres evolved into interconnectivity hubs, our services have grown from carrier neutral competencies and point of presence (PoP) termination to implementing ODF (Optical Distribution Frame) interconnections between different facilities and 5G services at the edge.

Key Services

- ▶ Fibre/copper cross connects
- ▶ Route planning
- ▶ Optical Distribution Frame (ODF) installs
- ▶ Testing and certifying
- ▶ Break/fix troubleshooting

Why Work with Indigo?

Indigo has decades-long relationships with companies operating in and around the Data Centre sector, forged on trust, earned by expertise and timely delivery. We provide market-leading SLAs (Service Level Agreements) because we understand the growing importance of facilities that have become business critical to different types of organisation, delivering very different services.

Over two decades we have built up competencies and acquired standards certifications to meet increasingly diverse and complex market requirements. Our engineers are fully trained to expert level in multi-vendor voice, data and network products. Geographically dispersed, we can call on them to fix issues fast in over 90 countries.

We are among a small number of service companies accredited to ISO 27001 Information Security Management, enabling us to deliver disaster recovery and business continuity services – including moves, adds and changes – using best-practice methodologies. The fully manged Indigo NOC (Network Operation Centre) provides 24x7x365 support and a single point of contact point for every kind of client query.

Find out more about Indigo Data Centre Services

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