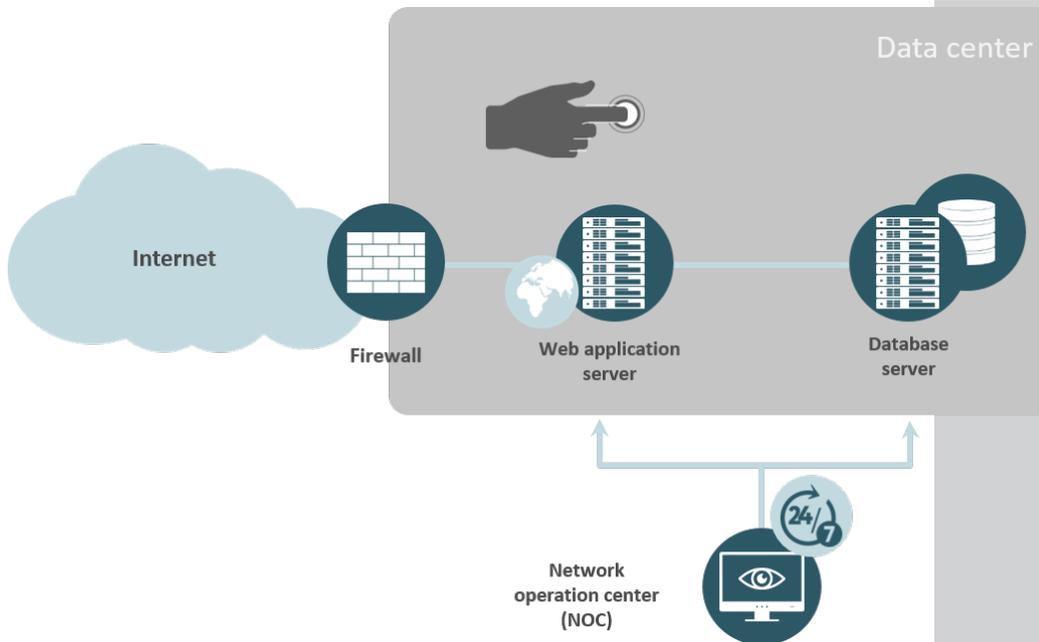


## Hardware Operation

Your hardware in reliable hands



Hand over the operation of your hardware to our professionals. We create the freedom for more flexibility, reliability and security with our individual hardware operation services.

### Benefitis

- 24/7 monitoring of IPMI-compatible hardware
- Relief of your IT teams from routine tasks
- Secure operation in certified, high-security and high-performance german data centers, on request distributed on site
- Individual solutions tailored to your requirements
- Highest safety standards by certified and qualified personnel
- Increased efficiency through modern inventory, configuration and monitoring tools

### Highlights

- Recovery times for your hardware with guaranteed SLA
- ITIL-compliant documentation of all components in noris network's Configuration Management Database (CMDB)
- Procurement of new hardware based on variable financing models
- Certified according to ISO/IEC 20000-1 and ISO/IEC 27001 based on IT baseline protection strategy, ISO 9001, ISO 14001, EN 50600, Vds 3406, PCI DSS and ISAE 3402

## Details

Let our experienced and certified professionals operate your hardware in our highly secure and high-performance data centers. The hardware can be procured by you or noris network. In the first case, you must also supply a suitable maintenance contract. The housing professionals from noris network take on the installation and connection to our high-performance network and monitoring system, as far as the system is IPMI compatible. If a hardware component fails, the alarm is immediately sent to the specialist teams and the exchange is coordinated on the basis of maintenance contracts or cold standby hardware, that means complete replacement systems or pluggable components, which can be replaced without opening the housing. If noris has installed a cold standby hardware, you will be informed immediately so that you can procure a new one.

Depending on the requirements, hardware operation can be provided in four different variants: „Monitoring“, „Operation - Next Business Day“, „Operation - 24/7“ and „Operation - Cold Standby“. The most important distinguishing features between the variants are the underlying maintenance and service contracts with hardware manufacturers as well as SLAs, the handling of incidents and the alerting process at noris network. The differences are described in more detail in the table below.

The variant „Monitoring“ consists of hardware installation, inventory and integration into the monitoring of the noris network infrastructure. In the variants „Operation“ we also provide troubleshooting in case of failure. All listed variants can be offered in our racks and server housing products.

Hardware operation features	Monitoring	Operation- Next Business Day	Operation- 24/7	Operation - Cold Standby
Procurement	optional			
Maintenance and service contracts with the hardware manufacturer	no	A Next Business Day maintenance contract is a prerequisite.	A 24/7 maintenance contract is a prerequisite.	Prerequisite is a corresponding cold standby hardware, as well as a space for the storage.
SLA	Standard SLA	Recovery of functionality within 4 hours after provision of the required hardware within the administration times.	Recovery of functionality within 4 hours after provision of the required hardware 24/7.	Only valid for hardware in stock. Recovery of functionality within 4 hours with Cold Standby components.
Installation and cabling	yes (no assembly)			
Firmware updates and patches	Including the installation of function and security-relevant firmware updates and patches: <ul style="list-style-type: none"> <li>■ if noris SOC requests the update due to security-critical advisories by the manufacturer</li> <li>■ In the context of HW incidents that require an update after an analysis by the manufacturer</li> </ul> According to effort, it is possible to list the currently installed versions vs. versions available from the manufacturer as well as an update to a version specified by the customer.			
Network configuration of the IPMI	yes			
Hardware monitoring	24/7			
Inventory and documentary	yes			
Incident Management	no	yes, while the administration times	yes, 24/7	
Alerting to noris	no	yes		
Alerting to the customer	yes	no		

## Interested?

We look forward to your inquiry!

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