



**bulk**<sup>™</sup>

Bulk Data Centers



# Bulk Data Center Services

Safe in Our Hands

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# Bulk Data Center Services



We recognise that data centers are designed, built, and operated by people, so we place you, the customer, at the core of what we do. Our customers are people who deliver a range of mission-critical services for your businesses and customers.

We offer a full range of data center services which can be tailored, as required, to meet your specific needs in an open, transparent and simple way.

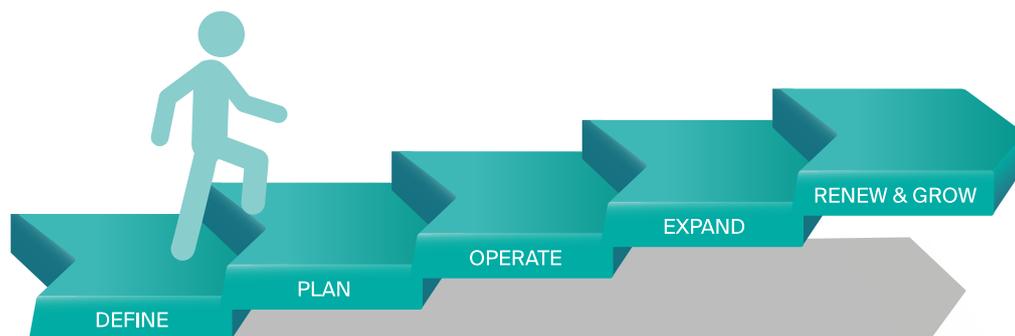
At the heart of our company ethos is respect. Respect for our employees, our customers, and our planet. Our mission is to deliver a more sustainable future to a global audience by developing specific solutions that help organisations access sustainable digital infrastructure in the Nordics.

Working in a flexible and transparent way, our commitment is to offer professional, simple to access, flexible services across all of our facilities. Whether you are looking for Bulk to deliver a fully managed solution or if you wish to staff and manage elements of your own infrastructure, we can support you whenever and however you need us to.

## › Long Term Relationships

By the nature of what we do and the massive benefits of long-term utilisation of infrastructure in the Nordics, we aim to build lasting relationships with our customers. To ensure you get the most value, we want to engage early, openly and transparently. With fact-based and consultative solutions helping to solve your business' specific challenges, we are focused on finding the right solutions for you and your business on an ongoing basis.

## › Bulk - supporting your journey to sustainable digital Infrastructure



PEOPLE - PROCESS - SECURITY

## Our People

Whilst we own and operate some of the largest and most efficient infrastructure in the Nordics, it is our people that define our business. Our culture reflects the mission of the company and is underpinned by the Nordic way of living and working. We have three core principles:

### › Creative Power

Focused on actions, flexibility and willingness to change; courage, and innovation. We are making great things happen.

### › Passion

We are Motivated, dedicated, and emotional. We care.

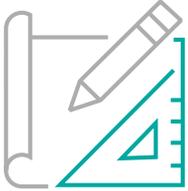
### › Respect

Our people take responsibility; we show respect and care for colleagues, customers, and our environment.

High availability and security are paramount for both our customers and us. That is why we ensure we have the right people with the right skills and training to operate our facilities and deliver our services. To do so, we combine internal expertise with globally recognised third party providers. This is achieved through internal and industry approved training such as CDCTP® certified. Third party providers also need to demonstrate they meet the necessary standards required to work within our facilities. This includes a supplier vetting process and evidence-based training on all applicable services.

# Defining and Planning

Early on in our engagement we aim to seek a deeper understanding of our customers' requirements. By focusing on the drivers and needs, we can then best support our customers in identifying the right solutions and services. We aim to do this openly and collaboratively, bringing in third parties to assist in giving advice and support to supplement our specialist areas.



When looking at new or expanded requirements, this typically includes:

- Consulting
- Space planning and optimisation
- Sustainability and energy efficiency planning
- Equipment and vendor selection
- Connectivity, network, cabling, space and equipment design

## › Customer Benefits

Our approach typically saves customers time upfront and, most importantly ensures our solutions are fit for purpose and sized accordingly. Looking at all aspects of the requirements whether technology, capacity, configuration or even contract term, we can save customers time and money. This results in lower space and capacity requirements, which lowers costs, and helps with our sustainability objectives.

# Implementation

Many of our customers are not operating their core business in the Nordics and for those that are, they may not be located near our facilities. Yet we recognise that implementing a new data center or IT infrastructure can be complex, expensive and may need to be undertaken in a tight time period.

Therefore, management of the implementation, ensuring things are delivered on time, on budget, with optimal costs, and the required specifications is crucial.

With a history and background in delivering large-scale real estate and fiber network projects, combined with mission-critical data center capabilities, we are ideally positioned to manage our customer's projects fully.



Bulk can provide a wide range of implementation services including:

- Procurement
- Logistics
- Project Management
- Migration and equipment moves
- Installation
- Labelling, testing and commissioning
- Documentation O&M's
- Third Party supplier management and coordination

## › Customer Benefits

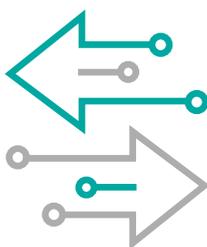
With a well-managed project you can be assured of meeting business timescales, reducing risk. If working remotely, we can act as an extension to our customer's teams, with local knowledge, and established supply chain and logistics, we can reduce your costs and save time.

# Operations

The data center will be operated for many years and as such, establishing flexible support and operations at the start is crucial. As with our implementation services, many of our customers don't have local teams or infrastructure to implement themselves.

Therefore, availability of easy to access resources and services in an easy way that is trusted and trained is vital to our customers.

From simple tasks to more complex services supported by dedicated resources, Bulk can act as your host or extended team on a flexible basis.



Our operational support teams can help with:

- Security escorting
- Goods and inventory management
- Storage in dedicated or temporary secure solutions
- Remote Hands
- Smart Hands
- Cross Connections
- Patching and cabling fault/repair
- Ads Moves and Changes
- Incident management
- Reporting and optimisation
- Work order management - permitting, escorting, and oversight of third party/customer contractors

## › Customer Benefits

Peace of mind for our customers knowing that they can easily access the necessary services ensures business continuity and availability. This is provided in a secure and flexible way through our online platforms.

With local and onsite teams we can reduce the cost and overhead associated with operating mission-critical infrastructure in the Nordics.

# Security

Providing secure solutions to our customers is of utmost importance, and we hold ISO27001 accreditation. Our facilities meet EN50600 class 3 availability at a minimum, and with 24 x 7 security, we make sure our sites and our customer's infrastructure is secure.

Some customers have specific requirements above and beyond our core services. We can develop site-based security systems or services tailored to each individual customer's needs.

These can include:

- Physical security
- Staffing and dedicated protocols
- Penetration testing and audits

## › Customer Benefits

The benefits of security are obvious, however by offering a tailored approach, you do not have to compromise. Where you have requirements above and beyond our industry standards, we can achieve your desired outcomes with a collaborative approach giving you peace of mind and aligning directly with your corporate policies and objectives.

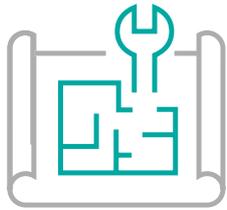


# Hardware

Bulk has developed specific services to address the increasing demand for integrated solutions across all elements of IT Infrastructure.

## › Hardware Support

For customers deploying their own infrastructure, we can become either an extension of your team/s or serve as a flexible and when needed support service. These include:



- Service desk
- Ticket and incident management
- Inventory and spare management
- Disposal/Deletion
- Diagnostics with 1st, 2nd and 3rd line support

## › Customer Benefits

With your infrastructure managed by specialists and dedicated teams, you can reduce your costs, and save time for all planned and non-planned tasks.

## › Hardware-as-a-Service (HwaaS)

Extending our services beyond support, Bulk can offer comprehensive HwaaS solutions. This can be an attractive option for customers who require dedicated infrastructure and wish to reduce complexity and costs while at the same time benefit from sustainable solutions with world-class services and infrastructure.



Working with our specialist partners, Bulk can offer:

- HW Design
- HW Consulting
- HW Procurement and financing
- Installation and lifecycle management
- Demand and capacity forecasting and planning
- Vendor management
- Furthermore, in collaboration with partners, we can deliver capacity as a service.

## › Customer Benefits

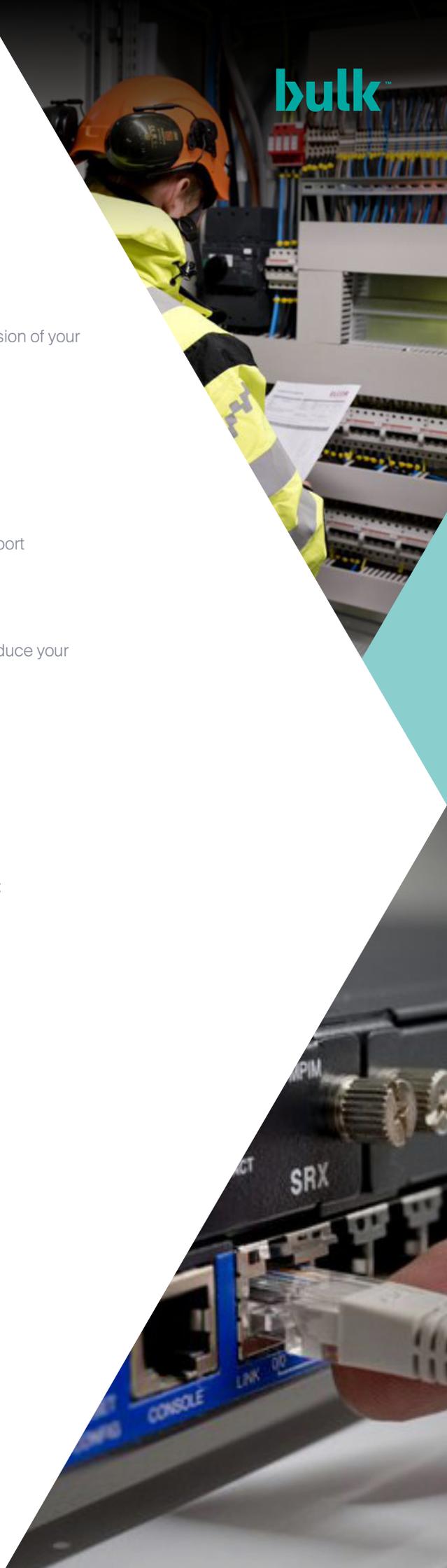
We remove the need for upfront CapEx investment, reduce complexities associated with permanent establishment, and deliver a fully integrated Service Level with a single point of contact. Bulk delivers the latest knowledge and expertise for designing, delivering and operating data center and hardware infrastructure in the Nordics, delivering improved performance at a lower cost.



Bulk's Data Centers are certified as OCP ready. Supporting the latest High Performance and Open stack infrastructure.



Bulk Data Centers are certified as DGX ready.



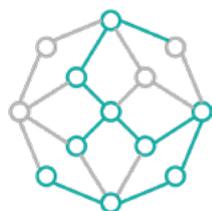
# Planning and Mobilisation support

## » Concierge Service

Whatever your needs, for an international customer looking at the Nordics there are several things which need consideration and planning.

As experts in operating across the Nordics and working with some of the world's largest companies, we understand these considerations and help our customers first understand what's involved and then help them plan.

This could reduce complexity, capitalise on incentives, or simply overcome logistical or technical challenges. Whatever the need, through our specialised designed Concierge service a member of our team will act as your dedicated point of contact to help you through the process.



While not exhaustive, we would typically support:

- Logistics
- Shipping
- Customs
- Clearance
- Importer of record including Import Tax
- Onsite delivery management
- Power procurement advice and consulting
- Permanent establishment and corporate requirements
- GDPR and compliance

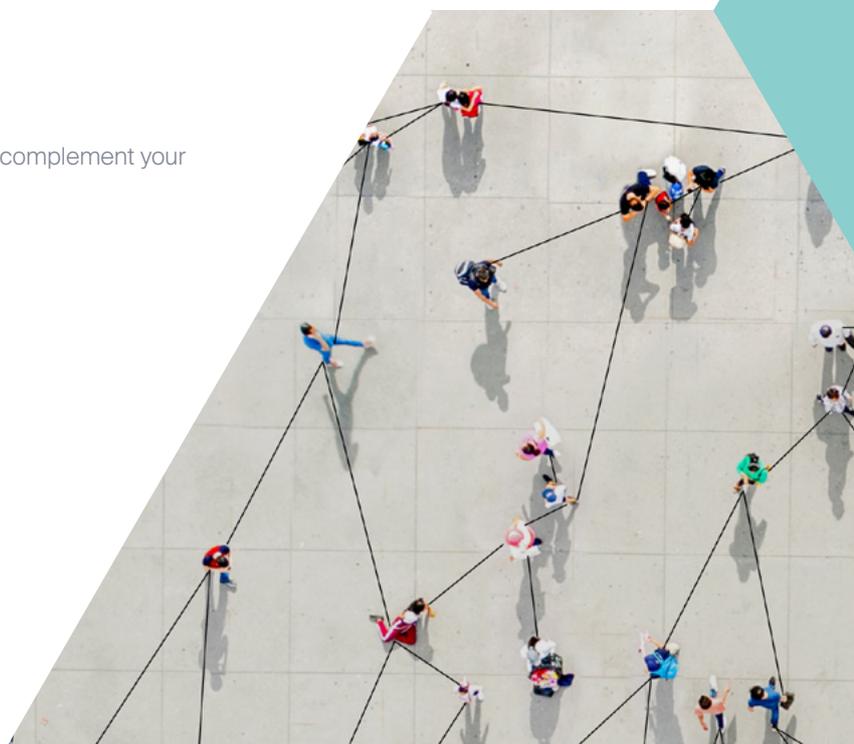
## » Customer Benefits

The ability to access the lowest carbon energy at the lowest price in Europe is reason enough to move to the Nordics.

And we recognise it is not always so straightforward to deliver a business case that identifies and provides solutions to some of the challenges involved. Demystifying some of that uncertainty through open, honest, and experienced support is our objective. We bring third-party partners to cover specialist areas that augment our strengths to give you peace of mind and professional advice.

## » Key Partners

Some of our partners who can work either directly with you or complement your existing teams include:





# Customer Services

## › Professional Solutions in a flexible and straightforward way

Access to accurate, up to date, and relevant information is crucial to our customers. We offer a customer portal to enable a simple interface for our customers during their operations. With a single view into your setup, accessible by your teams, you can plan and manage your infrastructure deployments seamlessly.



This shall include:

- Access control and management
- Tickets
- Incidents
- Capacity and utilisation
- Service Levels
- Contracts and orders

## › Customer Service

Our customers are our most valued asset, and as such, customer satisfaction and feedback are vital to Bulk.

We encourage all customers to provide ad hoc feedback on both where we are doing well and where we can better meet your needs, and take action accordingly so we can continuously improve our services to you.

In addition, we undertake periodic customer satisfaction surveys to get a more detailed understanding of how we are doing and where we can do more.

We know we won't get everything right all of the time. And by listening to our customers, being open and honest about what we need to do to improve, we can continue to grow and deliver exceptional service to you, all the time, so that you trust us to be your partner.

We look forward to hosting you in the Nordics soon.

## Certifications & Accreditations





» Contact Details

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