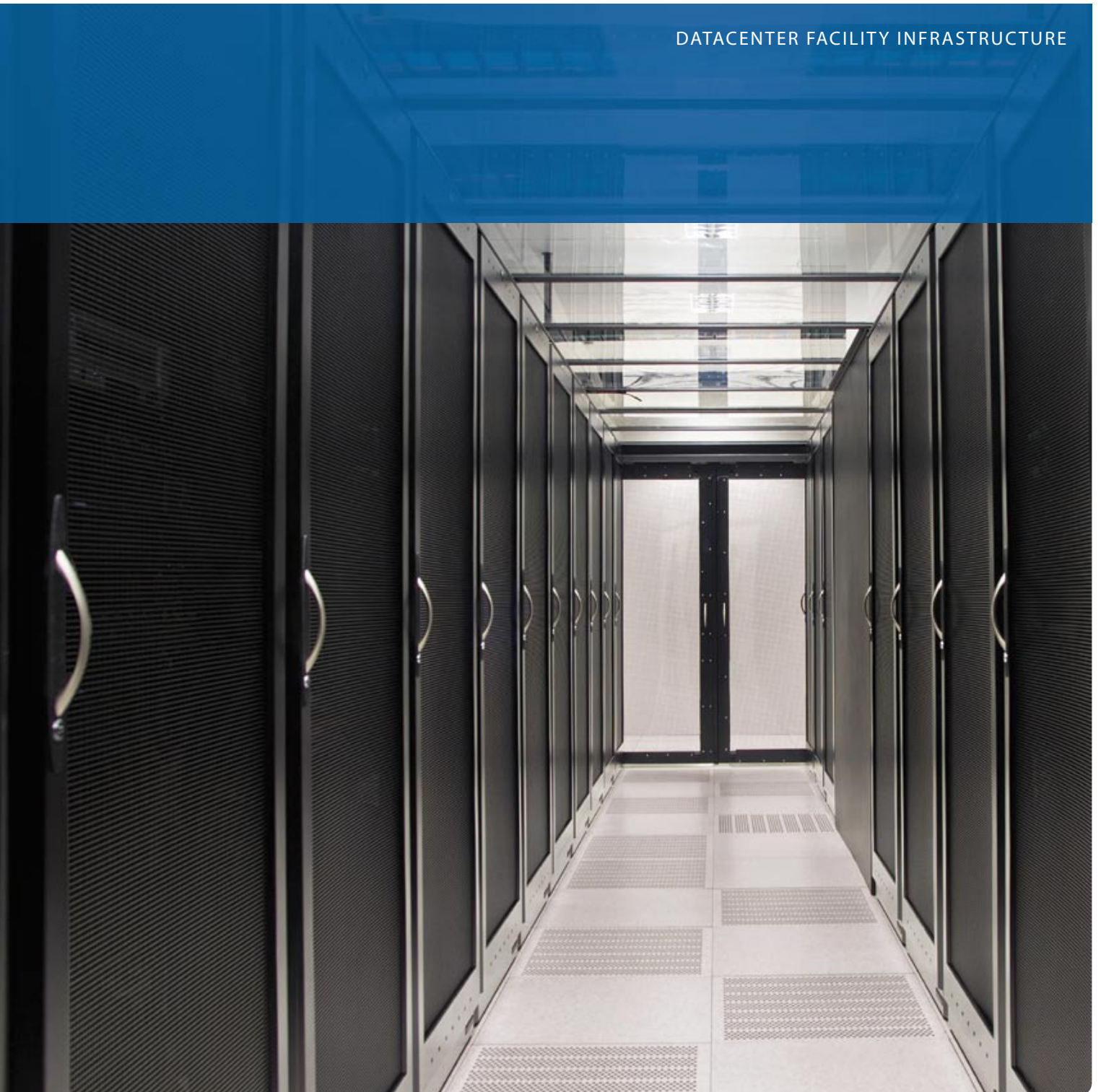


We handle it

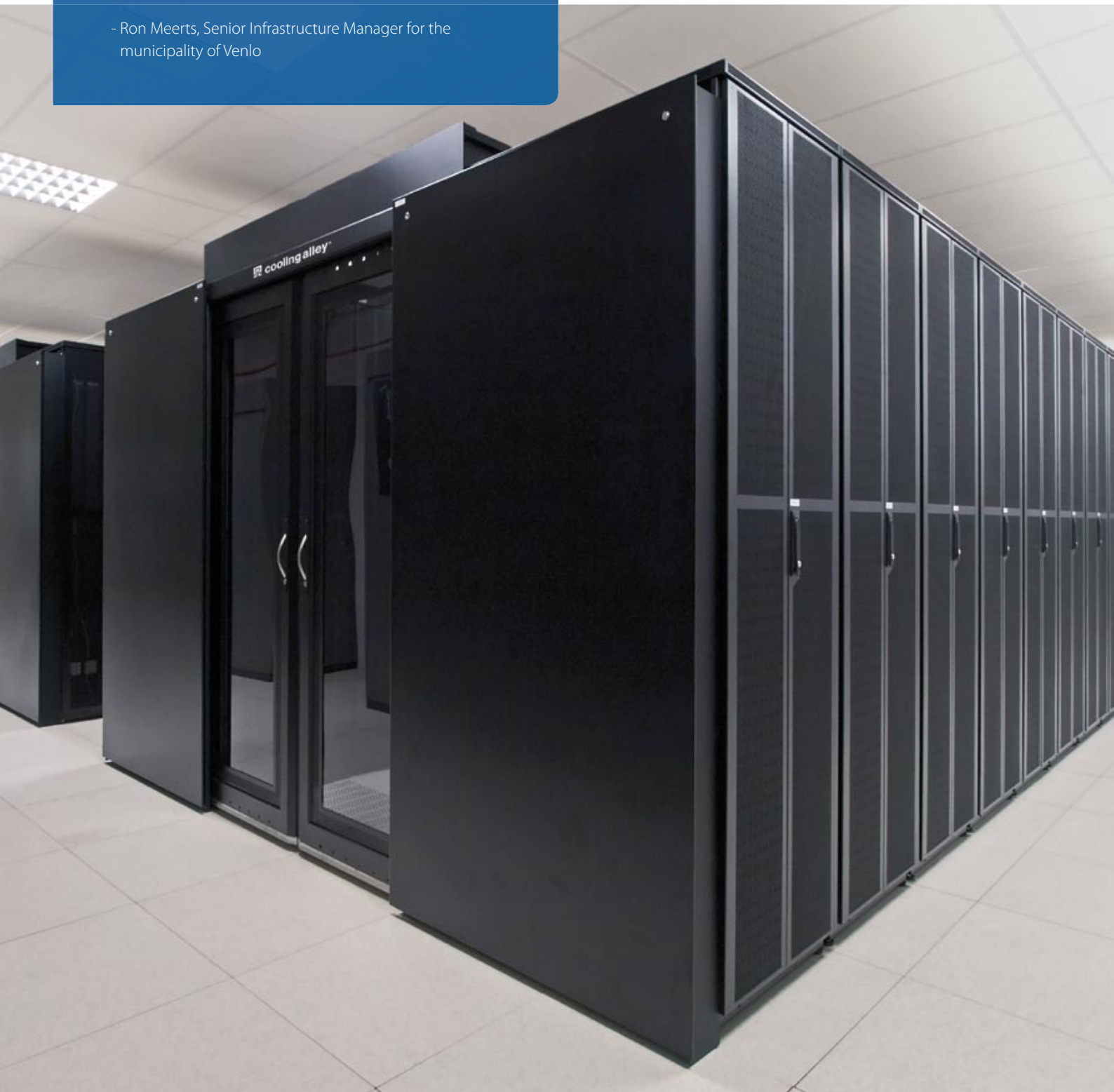
DATACENTER FACILITY INFRASTRUCTURE



Excellence

We decided on ICTroom Company almost immediately, because of their total concept and their approach. There was also the added factor that ICTroom Company focuses expressly on developing 'green ICT' and sustainability.

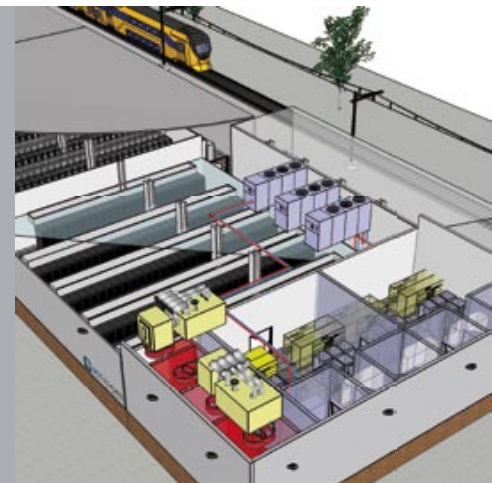
- Ron Meerts, Senior Infrastructure Manager for the municipality of Venlo



ICTroom Company

Our strength is the design, construction, maintenance and management of extremely reliable computer rooms. We take the work out of your hands in all phases of the life cycle. Your datacenter or server room is in safe hands with us from start to finish. Advice, products, projects and services flow into each other seamlessly. With us, 'service' is not a vague concept but something that we live every day. As an ICTroom client you get what you really want: maximum uptime, the very best technology, flexible solutions and personalised advice from an experienced partner.

The fact that our efficient approach is successful is obvious from the fact that ICTroom has rapidly become a market leader in the Datacenter Facility Infrastructure sector: in 2009 ICTroom was once again the winner of the FD Gouden Gazellen Award. We are also one of the Deloitte Technology Fast 50 for the fourth year running and have consequently also won the 2009 Award for Sustainable Grower 2009. Our company operates mainly in the Netherlands and, on a limited scale, in the surrounding countries. Our clients are major Dutch companies, banks, hospitals, municipalities and government departments.



ICTroom takes care of the technical side of the datacenter and guarantees continuity, as we are uptime responsible.

– Leo Habers, Chief Executive Officer, Gyro Holding

Datacenter Facility Infrastructure Portfolio

Managed Services

Managed Rooms – Complete peace of mind

The professional management of the facility infrastructure of your server space or datacenter is essential for uninterrupted, safe operations. ICTroom can give you complete peace of mind by taking over the management of the installation for you. Depending on the size of your datacenter it can be managed on site and/or remotely. The service-oriented range of Managed Rooms, aimed at total peace of mind for you, has three management levels. There are two in-house options at your own place, with a choice of off and on balance. If you want to hand things over to us completely, you could choose to become a single tenant of an ICTroom location, specially built for you.

At your site

MR Indoor On - You remain the owner of the datacenter but outsource the management to ICTroom, possibly even with a manager on site.

MR Indoor Off – You opt for 'sell & lease back'. The facilities and possibly also the computer room will be taken over by ICTroom. ICTroom is responsible for the management.

At the ICTroom site

MR Outdoor – You opt for outsourcing but as a single tenant, therefore to your personal specifications. You outsource your entire datacenter to us: construction, interior, operations, management and even the financing, irrespective of the size. In this situation we become an extension of your organisation. You pay an agreed price per period and from a technical and organisational point of view everything is taken out of your hands. Everything is done the way you want it and you will continue to keep complete oversight. This is pure service management.

Managed Services

Managed Maintenance – Intelligent maintenance

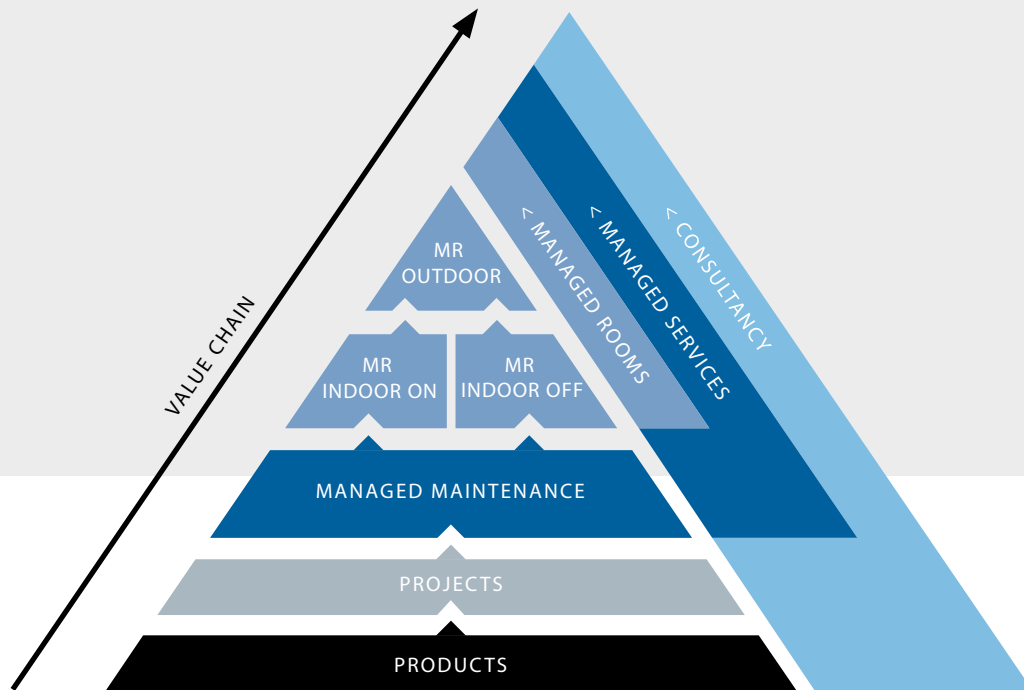
Datacenters are extremely essential to operations and must be available day and night. To prevent downtime good maintenance of, for instance, the power and cooling installations is essential – as is the periodical testing and trial runs of emergency power backup systems. ICTroom

has the knowledge and experience in house to take care of this maintenance for you. In addition we operate as a central fault reporting point. Reports on things like energy usage are also among the options. We can even help you with specialist cleaning of your computer room.

Projects

Are you looking for a single integrated solution? A 'conductor' who can orchestrate your complete datacenter infrastructure? ICTroom can fulfil this role perfectly. No matter how big or small your computer room is, we can deliver complete projects from design and realisation through to the management. We will build the complete datacenter for you as a turnkey solution. Such projects require experienced project managers whose strengths lay

in coordinating large-scale projects and closely supervising subcontractors. So far, we have managed to bring in every project on budget and within the agreed time frame. ICTroom employs the very best engineers when it comes to electrical and mechanical engineering, fire safety, structural engineering and interiors. It is the combination of all these areas of expertise that makes ICTroom unique.



Products

Computer rooms are our area of expertise. We can therefore help you in every phase and with every aspect of your computer room. You can be assured of a high-quality, cost-effective and future-proof solution that fits your specific situation. ICTRoom is not tied to specific suppliers. As part of our total service portfolio we provide all the components, installations and materials that are used in the structuring and management of a datacenter or server room. If required we can install these components in your server room. A maintenance contract is also among the possibilities. Among other things, we can help you in the following areas:

- Structural: raised floors, lowered ceilings, fire-retardant walls

- Electrical: power distribution (distribution boards and cabling, cabling structure), (emergency) lighting, earthing & lightning protection
- Emergency power facilities such as Uninterrupted Power Supply (UPS) and backup generators
- Data installation: rack-to-rack cabling
- Cooling: Cracs, Cooling Alley®, water-cooled solutions
- Interior requirements: Server racks, Network racks, Patch racks, KVM switches, labelling, PDUs, monitoring
- Security measures: physical (fire, flooding, burglary), technical (failing of components) and organisational (procedures, authorisations).

Cooling Alley® is a registered ICTRoom concept for the cooling of server rooms and datacenters

Consultancy

Technical knowledge, many years of experience, a proven pragmatic approach and concrete results: that is what you can count on when you use an ICTRoom consultant or datacenter engineer.

The following are part of our standard service provision:

- Programme of requirements: mapping out the requirements of stakeholders;
- Site Scan: analysis and evaluation of the setup and structure of your existing datacenter;

- Risk analysis: insight into your current continuity and safety risks;
- Management plan: advice on improving your datacenter;
- Design: a functional and technical design;
- Consultancy: advice on all aspects involved in the construction, layout, maintenance and management of a server room or datacenter.

Even the architect of the building was pleased with the beautifully finished server room.

– Bertrand de Neve, Project Manager Taqa Europe B.V.



Core values

Mission

- Opinion leader
- Most complete supplier (OSI-layer 0-1)
- 'Conductor' orchestrating design, construction and management

Committed

We are more than just involved. For us 'the extra mile' is virtually standard and we share the collective sense of 'wanting to go for it'.

Open

We don't hide anything. Employees, clients, partners and suppliers can count on respect, and will always be the first to find out if anything is going on.

Responsible

We do not shy away from our responsibilities. Passing the buck is unacceptable; in fact, we tend to draw responsibilities to us.

Qualitative

In every delivery or completion, and every aspect of the project we ask ourselves the question: can we do even better? We have a continuous awareness of quality.

We have summarised these values in the new slogan 'Driven by excellence'. This expresses how we aim for a driven and qualitative organisation.

ICTroom forms part of one of the main consortiums involved in issues like sustainability, energy saving and standardisation of datacenters.

Consortiums

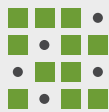
Uptime Institute

The American Uptime Institute is an independent, research-based think tank and a knowledge platform in the area of business IT issues surrounding sustainability and energy conservation.

**Uptime
Institute**

Green Grid

The Green Grid is a global consortium of IT companies and professionals that aims for more efficient energy usage in datacenters.



the green grid

NEN

The Nederlands Normalisatie Instituut NEN (Netherlands Standardisation Institute) is the number one knowledge network in the world with respect to standardisation and regulations. ICTroom is part of the NEN Standards Commission that looks at fundamental requirements that server rooms must comply with, and formulates a standards guide.

NEN

Green-IT initiative

The objective of the GreenIT initiative, an initiative of the municipality of Amsterdam and the Amsterdam ICT sector, is to improve the energy efficiency of datacenters and consequently reduce CO₂ emissions in the municipality.

**GreenIT
Consortium**

Agentschap NL

ICTroom is a driving force behind the Long-range Energy Efficiency Agreement (MJA 3) in companies and the structuring of datacenters. This effort is stimulated by the Agentschap NL (formerly SenterNovem), a Ministry of Economic Affairs agency for sustainability and innovation.

Code of Conduct on Data Centres

On behalf of the European Commission the Code of Conduct on Datacenters has started an initiative to determine efficiency guidelines for datacenters. ICTroom supports this Code of Conduct



Office address

ICTroom Company BV
Tokyostraat 27-29
1175 RB Lijnden
The Netherlands

Mail address

ICTroom Company BV
P.O. box 9185
1006 AD Amsterdam
The Netherlands

T +31 (0)20 820 3000

F +31 (0)20 820 3010

info@ictroom.nl

www.ictroom.nl