interxion™

Our customers run stock exchanges, build networks and connect consumers to their favorite shows and to each other. Our facilities are the foundation for all that.

flexibility

Interxion is a European provider of carrier and cloud-neutral co-location data centre services. Founded in 1998 in the Netherlands, the firm was publicly listed on the New York Stock Exchange on January 28, 2011. Interxion is headquartered in Schiphol-Rijk, the Netherlands, and delivers its services through 53 data centers in 11 European countries located in major metropolitan areas, including Dublin, London, Frankfurt, Paris, Amsterdam and Madrid, the 6 main data centre markets in Europe, as well as Marseille, Interxion's Internet Gateway.


Interxion, Brick Lane, London.

"Harp took responsibility from the 'get go'. It took into account the physical and ergonomic needs working from the basic 'who needs to see what to do their job'. Viewing angles and how the information was to be displayed was key to the successful installation. Plus, Harp's solution gave best value for money.

David Ford.
Director European Customer Service Centre & Customer Operations.

C A S E   S T U D Y

Challenge

The existing solution that Interxion had evolved over a number of years worked on four screens just showing critical information and had no flexibility. Interxion as it had grown over the years now had more new information sources from new applications that needed to be shared this knowledge across to the whole team. The challenge was to understand their information sources and who needed to see what to do their job. In addition the network operations centre (NOC) was the focal point of client visits to show how Interxion looked after their data storage and interface needs.

.
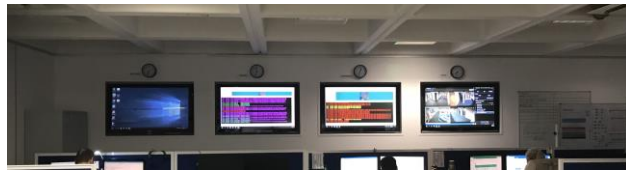
Strategy

The strategy was first to collect information on how the Interxion team worked, what information they needed to see, what information they needed to interact with and the physical constraints of the room. Once this information was collected then a strategy could be devised which would work within the physical constraints and display application imagery on the video wall that was important to them.

A separate consideration was client visits. The screen needed to be impressive enough in terms of size, clarity and brightness to impress their existing and potential clients.

Solution

The key to the solution was to develop a system that would bring all of Interxion's key information sources into one environment, the video wall. This would allow operators and management alike to see the 'world as the know it'. A Merlin video wall processor would be the central collator of the information and use of the Commandant window manager touch screen to create scenarios for different screen layouts for different events or incidents.

This solution allows both operators and managers to see 'at a glance' how the data-center and network is operating in an instant. During shift changes ongoing issues can be highlighted so continuous monitoring may and resolution can continue.

Alarms can be set to see if their environment is being compromised through their drawbridge protection application which would identify anybody trying to penetrate their operation.

Results

As a result of Harp's understanding of the requirements and understanding a solution was delivered that exceeded the client's requirement which enhanced Interxion's ability to react to issues as they presented themselves. Clients coming through the main door pass the NOC on the way to meetings and cannot help viewing the depths to which Interxion operate at a professional level.