

CONNECT • CREATE • INNOVATE
dock10



dock10 ICT Services

Introduction to dock10

dock10 is a digital media services business that operates studios, post production and cloud based media services at MediaCityUK. dock10 also operates the campus wide network infrastructure and ICT on behalf of all tenants.

All MediaCityUK communications and services are delivered through an advanced fibre optic network that interconnects every building on campus. This network is unique to MediaCityUK and was designed to help customers move large media files, transmit live TV, access our private cloud services such as data storage and content transcoding as well as deliver corporate communication services securely and efficiently.



IT, communications and datacentre services at MediaCityUK

dock10 provides a range of business communication and IT services that any organisation can access through our fibre optic network. All services are supported through our dedicated on site operations team and excellent service level agreements that are delivered through a single easily understood bill. The services are modular and charged on an as used basis.

What services do dock10 offer:

- Corporate IT, communications and datacentre services
- Fibre optic connectivity
- Live and file based media networks, IPTV and active network services

Communication services:

- Fast broadband internet access
- Telephony services (including advanced voice mail options, fax and audio conferencing)
- Managed corporate firewalls
- IPTV and digital signage services
- Private WiFi

Co-location and server hosting:

dock10 operates the on site datacentre which already hosts many corporate and broadcast installations and servers. You supply the servers and we supply the uninterruptable power, eco friendly climate control, fire detection and suppression, multi-level security and a choice of resilient high speed IP connectivity from diverse service providers. We cater for all requirements and can accommodate any footprint - from a single "u" to multiple racks.

Within the data centre with fully resilient power:

- Cabinets: dock10 provides a cabinet within the CTA with power and connectivity
- Sub-Cabinet Services: This is a cabinet partitioned into a mixture of half and quarter cabinets and serviced via independent N+1 power and cable feeds

- Hands and Eyes Service: Hands and Eyes service is available where dock10 technicians will perform a range of remote activities on behalf of customers such as server checking

Bespoke solutions can also be provided on a case by case basis and can include server provision and enhanced service management options.

Access to external communication service providers and fibre optic connectivity:

dock10 facilitates access to external telecommunication service providers or intra campus connectivity between different companies through our site wide fibre optic connectivity. All major service providers such as BT, Level3, Geo, Cable & Wireless and Virgin Media are already present which we then carry to your office location.

Bespoke ICT services:

dock10's experienced technical team can also provide bespoke ICT services for customers including:

- Bespoke build of customer technical areas including the provision of cabinets, servers, power and management of services
- Bespoke build of corporate ICT infrastructure including the provision and support of Cisco based architecture

All such services are charged on a project by project basis.



Contact us:

To find out more please call
0161 886 5111 or visit
www.dock10.co.uk

Advanced media network services *(fees devisable on enquiry)*

MediaCityUK file transfer network:

dock10 offers an on campus transfer service to move large media files between different companies within MediaCityUK. The service takes the pressure off corporate internet connectivity and makes collaborating on complex productions simple.

Community of interest networks:

MediaCityUK is the region's main hub for BT's Media Nexus community of interest networks for media professionals in the world and dock10 is the exclusive reseller for BT Nexus in the North West. Providing access to over 400 companies globally through BT's high speed file transfer network it provides quick and easy access for companies wanting to collaborate on projects and share files. Offering a range of access speeds from 100Mbps to 10Gb dock10 can provide adhoc or permanent connectivity to the network.

Access to BT Tower.

dock10 can facilitate incoming and outgoing access to BT Tower's broadcast switch through either fibre or satellite access for live video contribution. dock10's Master Control Room will facilitate the entire end to end connection and make sure your important feeds are delivered to the right place at the right time.