



# Comprehensive Security Solutions from a Single Source

> Profile **e-shelter security**

# The Services of e-shelter security

e-shelter security GmbH protects commercial properties and large building complexes as well as residential buildings and their security and building service facilities.

As a provider of integrated security services, we have many years of experience in

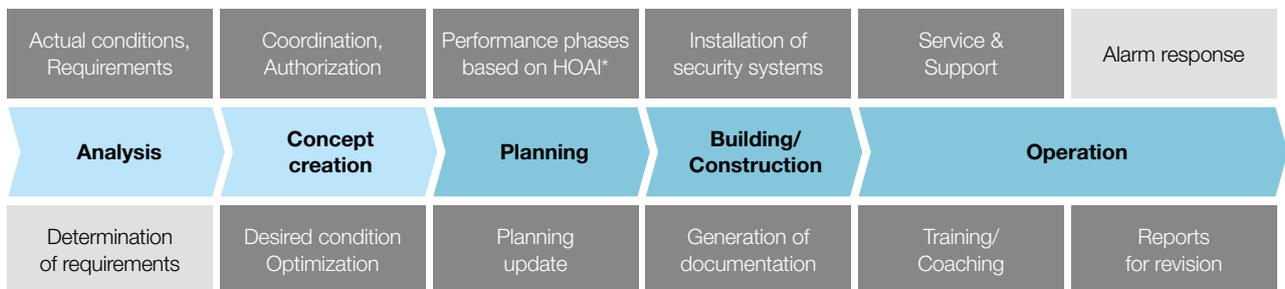
- the creation of security concepts
- the assessment of property hazards and risks

- the planning and installation of security systems and
- the introduction and guarantee of security processes

e-shelter security's comprehensive security services are always constructed in a modular fashion. As a result, individual solutions can also be realized in a flexible manner. In corporate risk management, defense against hazards to protect property, company operations

and know-how plays a central role. To achieve this, e-shelter security has developed a specially integrated security management system which includes all relevant aspects in a single overall approach: risk and hazard analysis, planning services, use of different technologies as well as service and support, and personnel safety services during operation.

## e-shelter security's value-added chain



\*HOAI = Fee Structure for Architects and Engineers in Germany

# Planning and consulting

e-shelter security designs custom-made security concepts that are assured for the future and meet individual requirements. The focus is on the overall operational security process with its organizational, technical and physical aspects. If necessary, risk, hazard and environmental analyses support planning.

## **Comprehensive, Customized Support**

e-shelter provides consultation and support through all phases of the project and develops detailed specifications for a multitude of building types based upon technical and structural conditions.

## **Insightful Approach**

The basis for the planning and analysis is the requirement profile. All processes – from security processes, guidelines and instructions to requirements for daily operating organization – are adapted to those specifications.

## **Accurate Documentation**

In order to have everything in sight at all times – during the planning and implementation phases and afterward – the technical inventory documentation and optionally a safety and organizational manual are issued.

## **Foreseeable Costs**

e-shelter security covers the cost planning and reviews it continuously.

## **Independent Advice**

Advice and planning are manufacturer-impartial and independent of third parties to achieve the best possible and most appropriate concept.



# Building and installation

e-shelter security also has extensive experience in the construction and commissioning of safety-related equipment and the installation of software – from the establishment of individual components to the development and implementation of integrated solutions:

- Very early smoke detection alarm systems (VESDA)
- Fire alarm systems
- Emergency exit safety equipment
- Access control
- Intrusion protection
- Video surveillance (CCTV)
- Turnstiles and speed gates
- Asset protection (RFID)
- Risk management
- Security management
- Network connections
- IP Solutions
- BACnet connections
- Security Command and Control Centers (SCC)



# Monitoring and safeguarding

## Security Services

e-shelter security's Security Command and Control Centers (SCC) monitor intrusion activations around the clock throughout Germany. The main SCC in the company's headquarters in Frankfurt am Main with VdS certification (class C) has a redundancy in Berlin.

In the SCC all of the security queries, alarm and alert messages are recorded by qualified and experienced security personnel. Thanks to modern video and transmission technology, not only complex and critical building management systems can be monitored but also access controls and systems can be remotely controlled and the necessary

measures can be initiated. e-shelter itself assumes operations in the Rhine-Main region. In the rest of Germany, selected partners are active onsite.

The security services specifically include:

- Alarm-/incident tracking
- Intervention
- Remote video surveillance
- Activation of surveillance technology on the SCC
- Security reporting
- Reception services
- Security guard services
- Elevator emergency
- Test to see if people are present and able to act (personal security)
- Operational remote access management
- Onsite and remote monitoring of building equipment and security systems
- Property protection

## Maintenance of Security Technology

e-shelter security's service and data technicians ensure that the security technology always functions reliably. The service level agreements are agreed upon in an individual maintenance contract.

The e-shelter security services are available around the clock. The onsite on-call service or customer service center makes sure of this outside of regular business hours.



# e-shelter's Standard of quality and reliability

e-shelter security is part of e-shelter, the leading provider of highly available data centers in Germany. Since 2000 e-shelter has been planning, building and operating data centers for banks, insurance companies and other global companies with high demands on the availability of their information technology. e-shelter now operates in seven locations – Frankfurt (3), Berlin, Hamburg, Munich and Zurich – with approx. 90,000 m<sup>2</sup> of highly available data center space. All e-shelter data centers are secured by e-shelter employed security staff. For the installation and maintenance of fire

and intrusion alarm systems, e-shelter security is certified by VdS, the independent and accredited testing and certification body for fire and intrusion protection. To ensure the high quality and reliability of our services, our employees are routinely trained on the current state-of-the-art technology. The application of our quality management system is DIN EN ISO 9001 certified.



## About e-shelter

e-shelter is one of the leading data center company in Europe providing the opportunity to keep and connect the IT and network systems available securely in an ideal environment. Our own teams design, build and operate highly resilient data centers, on our own premises and anywhere our security is needed. With a presence in all key city-markets of the DACH-region, e-shelter leverages 300 MW of power capacity and 90,000 sqm of data center space to deliver scalable space and efficient services for cloud and outsourcing solutions. In addition, as a member of the NTT Group of companies e-shelter provides access to a global network of 140 data centers.

Dedicated 24/7 security and operations personnel offers industry-leading security and compliance expertise.

Among e-shelter's clients are financial services companies, telecoms operators and IT service providers as well as cloud service providers. e-shelter was founded in 2000 and has today 350 employees.



**e-shelter security GmbH**  
Eschborner Landstraße 100  
60489 Frankfurt am Main

T: +49 (0)69 7801-0100  
F: +49 (0)69 7801-0199

security@e-shelter.com  
**www.e-shelter-security.com**

© 2016 e-shelter security GmbH

06/2016

All rights reserved.

The information in this brochure contains only general descriptions of performance features which may not always apply as described in writing and which may change through further development of the products. The desired performance features are only binding if they are expressly agreed upon at conclusion of the contract. Delivery options and technical modifications are subject to change.

