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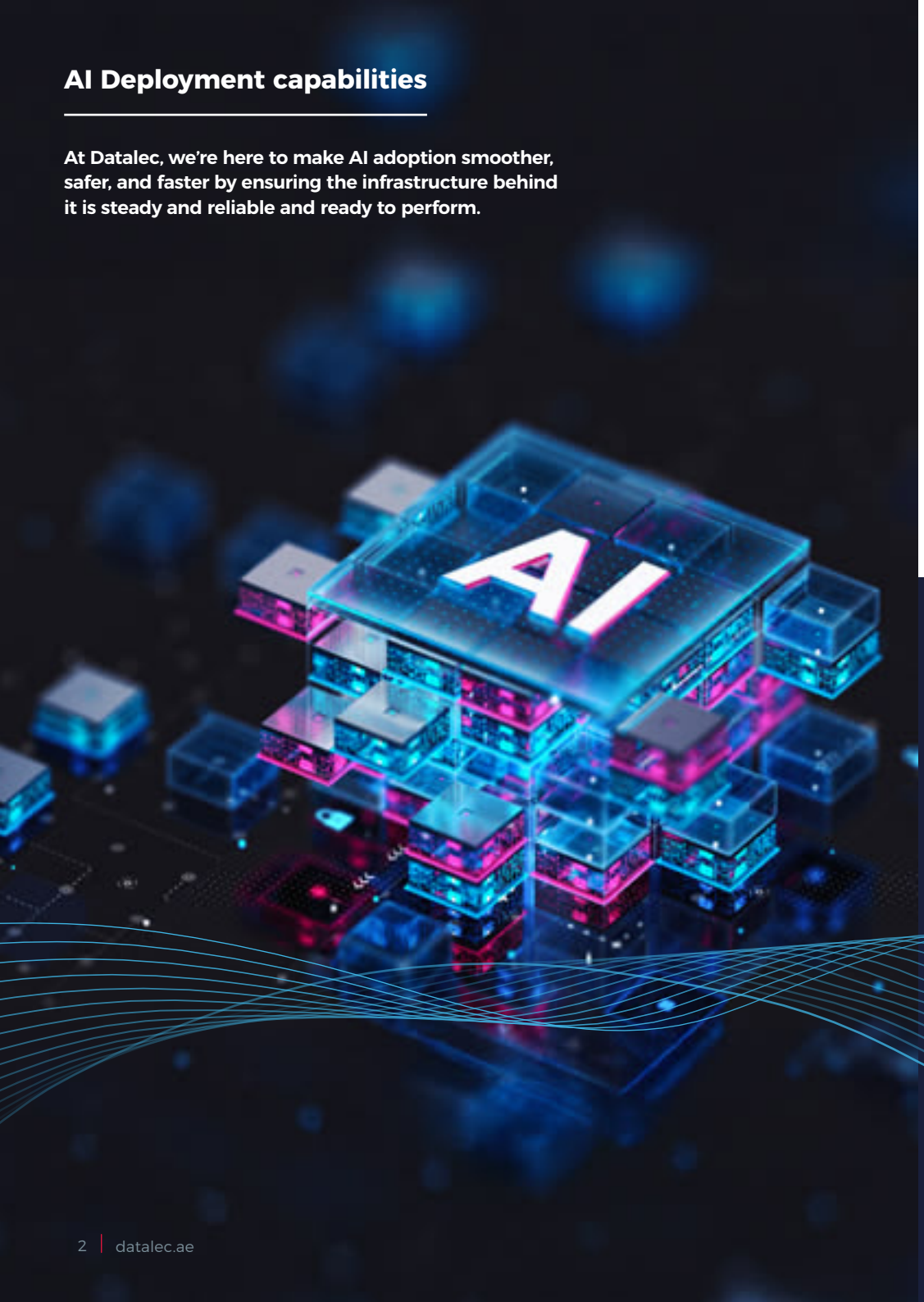
DATALEC
PRECISION INSTALLATIONS

Technology & Data Centre Services

datalec.ae

AI Deployment capabilities

At Datalec, we're here to make AI adoption smoother, safer, and faster by ensuring the infrastructure behind it is steady and reliable and ready to perform.



As AI environments grow more complex, our clients rely on us for the specialist expertise needed to get things right first time. Thanks to our close technical partnerships and hands-on experience delivering multiple successful AI deployments, we're able to support every stage of the process, from the initial infrastructure connectivity and NVLink fabric setup to GPU testing and compute node initialisation, ensuring your systems are fully prepared for seamless, tailored configuration.

We treat every setup as mission-critical. That's why we carry out thorough DOA checks, SAT/FAT pre-deployment testing, network validation, and automated bootstrapping to make sure every environment is stable, fully functional, and deployment-ready before it reaches your teams.

Our engineers bring deep knowledge across UNIX, GPU infrastructure initialisation, network configuration, and lifecycle management, blending technical skill with a practical, solutions-focused mindset.

For our clients, this means quicker results, consistent performance at scale, reduced risk, and an infrastructure foundation that supports both rapid growth and ongoing innovation.

Whether you're building your first AI platform or expanding an existing one, DPI gives you the confidence that your environment is not only ready, it's built to perform.

Remote Hands Service

Remote Hands: providing technical support to the UK (24 x 7 x 365), Ireland, Mainland Europe, APAC and the Middle East.

Our remote hands service is a fast and reactive service that guarantees securing a suitable resolution to meet client needs, providing peace of mind and confidence.

A qualified data centre technician is deployed, within the agreed SLA, to attend to the clients' needs whilst providing regular updates on the status of a case using an integrated service platform. Whether the client has the need for break-fix support or Smart Hands they can rely on Datalec's remote hands.

This is an outstanding service. Not only will it enhance operational efficiency for Datalec's data centre clients, our reactive and flexible service options are specifically tailored to our client's requirements and affords them the scalability needed to grow their business.

What's available

Structured cabling or port faults, repairs, and testing (including patching). Cable tracing as a part of break-fix.

Visual inspection of equipment and reporting observations.

Receiving deliveries or packaging media in preparation for customer collection.

Manual power cycle or reboot of equipment.

Audits and data destructions.

Datalec can provide a scheduled service based on equipment or customer requirements.

Datalec's remote hands service has proven to be a real asset to our business.

Knowing that we can have certified engineers available on a 24 x 7 x 365 basis provides us with complete and invaluable peace of mind. Their responsive service and willingness to go the extra mile is testament to their dedication to clients and we look forward to continuing our relationship with Datalec in the future.

How the 24x7 call out works for high priority call outs

Once a client raises a case through Datalec's Salesforce CRM system a technician will respond within minutes. Based on the support levels, the reactive service will ensure that the case is dealt with within the agreed SLA, to ensure that every element of the case life cycle is handled in accordance to industry standards.

A dedicated service coordinator is available during core office hours to attend to additional customer service needs.

Case priority ratings

Wrap around care. Datalec's qualified team can perform a wide range of troubleshooting tasks, of exacting standards, ensuring business continuity.

Critical call out service only

PRIORITY LEVEL
HIGH

Significant business impact. DPI operative deployed

4 Hour SLA to attend (24/7)

Key Deliverables

Attend site

Engage with customer

Investigate case and provide analysis of issue

Provide support through to case resolution

Full wrap around care

PRIORITY LEVEL
MEDIUM

Non-critical business impact

Next Business Day (Business hours or next working day)

Key Deliverables

Attend site

Engage with customer

Investigate case and provide analysis of issue

Provide support through to case resolution

PRIORITY LEVEL
LOW

Limited or low business impact

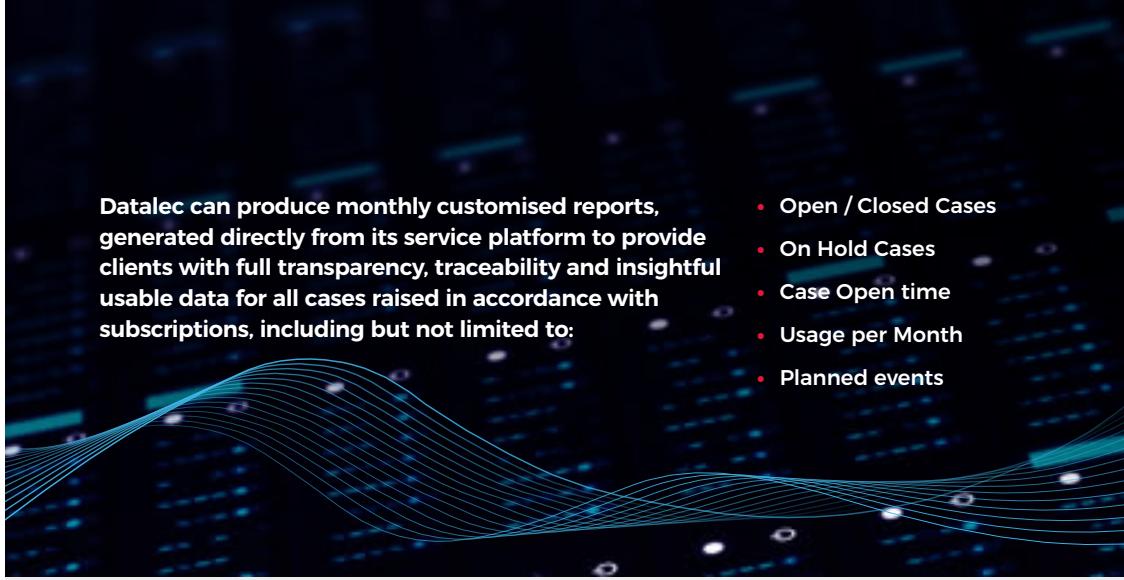
With 2 business days or planned activity

Key Deliverables

Schedule activities

Coordinate with customer to ensure case resolution

Datalec's service platform has the ability to integrate into existing customer systems, saving time, money and training

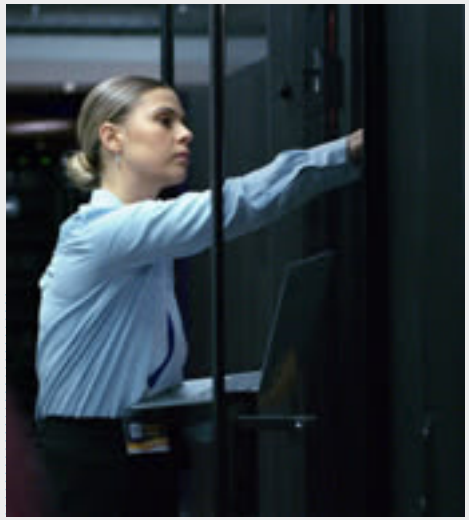


Datalec can produce monthly customised reports, generated directly from its service platform to provide clients with full transparency, traceability and insightful usable data for all cases raised in accordance with subscriptions, including but not limited to:

- Open / Closed Cases
- On Hold Cases
- Case Open time
- Usage per Month
- Planned events

Resident technicians

With demanding end customer SLA's and expectations, it may be cost effective for Datalec to offer on-site resident technicians for either core business hours or 24/7/365. This ensures that end customer expectations are met whilst mitigating risks and penalties to the landlords. This is invaluable as site knowledge is critical and by way of a resident you maintain continuity and achieve value for money.



Benefits of on-site resident technicians:

- Structured cabling or port faults, repairs, and testing (including patching).
- Visual inspection of equipment and reporting observations.
- Hardware replacements.
- Loading and replacing media as directed by the customer.
- Operating scripts issued by the client on the client equipment.
- Performing hard or soft resets/reboots of equipment upon request and combine with 'Running system admin task'.

Migration Services

Datalec has a wealth of experience across all elements of Migrations with particular focus working in the Technology and Finance Sectors.

From data centre fit-outs to technical services, we will provide the professional services that our clients require on time and on budget.

Our Service Includes

- **Project Management** – dedicated Project Management and Co-ordination.
- **Client Workshops** – working with you to define the scope of your project.
- **Scheduling** – helping you in the planning/staging of your migration needs to minimise risk.
- **Auditing** – carrying out a full audit prior to any migration activity. This can be scaled to your requirements.
- **Space Planning** – providing support for space allocation in your target destinations.
- **Server Re-stacks** – efficiency is key with your data centre space and should you need to organise your existing hardware in an optimal manner, we will facilitate and support you through the process.
- **Logistics** – we understand the value of data and hardware and we will always ensure your hardware is transported according to industry standards and expectations.
- **Hardware Support** – we can provide a 24/7/365 remote hands service where required.
- **Preparation** - patching schedule and documentation.
- **Command and Control** – from the point of go live for any change, we provide on-site command and control to oversee your migration from start to finish with 24 hour round the clock support.
- **Insurance** - we can offer insurance cover to ensure your hardware has wrap around care.
- **Hardware Goldstock** - should you have a hardware failure we can provide an SLA driven service to support this to provide an extra level of comfort.
- **On site Network Engineer -** Certified Network Engineer can be made available should you require.
- **Organisation Checkpoints** - we will keep all stakeholders updated on the progress of the migration with regular updates.
- **Open Bridge** - should you wish an update on the progress of your migration or ask a question we will be there throughout the duration of the change window.
- **Post Migration debrief.**

Auditing Services

Asset Audit	In some fast paced and critical environments, it is not unheard of to lose track of your asset inventory. Datalec Connectivity can audit your estate and provide you with a comprehensive view of your assets.	• **Host names.** • **Serial numbers.** • **Asset Tags.** • **Rack locations, U heights, & size.** • **Attached hardware.**
Power Audit	Power management is important to get right and manage effectively. Ensure your dual fed devices are correctly connected for resilience as well as highlighting risks to your setup where single fed devices can be found.	• **PDU and power distribution audit.** • **Power lead management and tidy.** • **Redundant cable decommissions.**
Pre – Migration Audits	Combining many of the above services into one complete package we will ensure you have a full and comprehensive view of your setup with a full patching schedule in preparation for the migration activities. We will highlight any identified risks and advise on best practice solutions. We will also provide a patching audit in readiness for your migration for full visibility of your connectivity.	• **Asset Audit.** • **Power Audit.** • **Patching Audit.** • **Patching Schedule.** • **Target DC or location survey.** • **Work with the client on space allocation.**

Patching Services

Patching Audits	Full audits of existing patching from source to destination whether with one cab or through the structured cabling, we will provide you with a full view of your connectivity no matter the size of your estate.	• **Fibre and copper audit.** • **Labelling services.** • **Decommissioning redundant cabling.** • **Intercab/underfloor/ overhead audit.** • **Cable management and tidy.**

Cable Audit Information Summary

Audit Element	Explanation	Included	Audit Element	Explanation	Included
Source Rack Location Ref	Rack reference number	✔	**Cable Type**	Cable and terminator type	✔
Source Device Name	Name as stated on equipment	✔	**Cable Label Details**	Details of existing cable label	✔
Source Device U Position	Device U position	✔	**Destination Rack Location Ref**	Rack reference number	✔
Source Device Interface Card	Device interface card	✔	**Destination Device Name**	Name as stated on equipment	✔
Source Device Interface Port	Device interface port	✔	**Destination Device U Position**	Device U position	✔
Cable Routing Information	Routing info (longline, direct etc)	✔	**Destination Device Interface Card**	Device interface card	✔
Patch Panel Information	Patch Panel name and port	✔	**Destination Device Interface Port**	Device interface port	✔
Cable Colour	Cable or cable clip colour	✔	**Comments**	Any other comments	✔

Project Management

When you choose Datalec for your server migration activity you not only get certified technicians with the right skill set, you also get a wealth of comprehensive migration knowledge in the form of an assigned project manager who will provide you with the guidance for a painless end-to-end solution.

Our Project Management team will be on hand through the planning phase of your migration as well as being on the ground at the source and destination sites of your migration. They will be there to provide you with continuous updates on the progress of the migration as well as tracking the schedule of events from start to finish in addition to supporting you in reporting back into your business.

We will build your SOE with your business to ensure all key activities are captured and tracked as well as tracking any faults or issues throughout the life-cycle of your change.

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for a painless end-to-end solution

Logistics

At Datalec we understand that the logistics of your equipment are just as important as the pre-checks of your operating systems. The specialist handling and security of your hardware is done in a careful and controlled manner should you require a multi-site migration.

- Secure IT transport and storage.
- Confidential, non-stop and to tight deadlines.
- Complete Data Centre Decommissioning services.
- Technology Migration.
- Specialist final placement.
- Timely arrival at site to liaise with Lead Engineer/Project Manager.
- Tail lift vehicle, air suspended box with Porterage.
- Create an inventory list, recording host name or serial number and model (attach to container externally) in a dispatch envelope.
- Once the inventory is checked and approved, the project manager/lead engineer will attach an anti-tamper seal to the door of the container (recording the individual seal number) A copy of this inventory is dispatched in advance to the delivery site.
- Load each container and secure within the vehicle and once complete, placing another seal at the rear of the vehicle when the tail lift is closed.
- Dedicated transport non-stop to the delivery site, unload, verify seal, unpack and hand over to Lead Engineer.
- Ensure the site is left clean with all packaging removed.

We offer comprehensive off-site capabilities to fully pre-stage customer infrastructure before it reaches your location.

Our facility supports complete rack-and-stack services, structured connectivity, and thorough pre-deployment diagnostics. Each build undergoes performance validation and stress testing to ensure reliability from day one.

Once pre-staging is complete, clients can securely remote into their environment to finalise configuration, validate design decisions, and carry out any additional customisation prior to shipment or installation. This approach reduces on-site deployment time, minimises risk, and ensures a smoother, more predictable go-live experience.

Datalec hold system accreditations with all the major manufacturers

Secure Data Destruction & IT Asset Disposal

IN PARTNERSHIP WITH n2s

n2s is one of the industry leaders in technology lifecycle management with specialist expertise in data centre decommissioning projects. Data security and sustainability are at the core of their methodology. n2s have played a pro-active role in the project management of the decommissioning of some of the UK's most secure data centres.

Our partnership with n2s blends our joint expertise and agility and starts with a proactive, planning and design stage. Building you the most secure and sustainable outcome for your decommissioning requirements whilst taking care of legacy equipment in the most economic and environmentally positive way.

With data centres being one of the largest emitters of greenhouse gases (GHG) whilst in operation, n2s and Datalec can help minimise their environmental impact on decommissioning by ensuring equipment suitable for reuse is given a second life and recovering all materials zero to landfill. An Environmental Impact Report is provided detailing the carbon and water avoidance of managing your equipment sustainably.

n2s Data Centre Decommissioning Services

Supporting the planning & removal of legacy/redundant data centre equipment, including, servers, switches, PSU's, racks and cabling.

On-site services and logistics are provided by our own team of Security Cleared Field Engineers in n2s secure tracked vehicles and include;

- Mobile and off-site data destruction.
- Deracking of servers.
- Removal of empty racks and cabling.
- Data Sanitisation – Blancco certified.
- Remarketing (and value return).
- WEEE recycling of BER assets.
- Zero to landfill.

Data Centre Services

Critical Maintenance & Facilities Management Protecting what matters most: uptime, resilience, and peace of mind.

At Datalec, we specialise in keeping mission-critical data centre environments running at their best, every hour of every day. Our focus is simple and unwavering: safeguard uptime, strengthen resilience, and ensure total compliance across your facility. With deep technical expertise and a hands-on approach, we deliver the maintenance and management needed to keep high-availability operations performing without compromise.

What We Do

We provide full end-to-end facilities management and maintenance services designed specifically for the demands of live, always-on environments.

Our core capabilities include:

- Mission-critical facilities management.
- Electrical systems maintenance (HV/LV, UPS, generators, PDUs, load testing).
- Mechanical & cooling systems maintenance (chillers, CRAC/CRAH, containment, HVAC).
- Planned preventive maintenance (PPM).
- 24/7 reactive and emergency response.
- Critical monitoring (BMS/DCIM).
- Testing, commissioning, and audits.
- Health, safety & compliance management.
- Energy and sustainability optimisation.
- Specialist technical staffing.
- Life Cycle & Reliability Management

How We Work

We apply a zero-downtime mindset, supported by OEM-aligned maintenance programmes, a risk-based engineering approach, and a strong commitment to meeting KPIs and SLAs. Clear reporting and governance ensure you always know the status of your facility and the steps taken to protect it.

Our People

Our teams are made up of highly trained mission-critical engineers and technicians, including shift-based operations staff, Authorised and Competent Persons (AP/CP), OEM-trained specialists, and dedicated onsite facilities management.

Why Clients Choose DPI

- 24/7 operational resilience.
- A safety-first culture.
- Proven data centre expertise.
- Compliance with global standards.
- A trusted partner for high-risk, high-availability environments.

Our Commitment

We stand behind every service with:

- A zero-downtime mentality.
- Round-the-clock resilience.
- OEM and industry-aligned best practice.
- Transparent reporting and governance.
- An unwavering focus on safety.

Technical & Critical Environments Cleaning Services

Datalec can provide a full range of specialist technical, maintenance and critical environment cleaning solutions for UK and European data centres, complying to ISO14644/8.

Our dedicated team of professionals are all trained in data centre technical cleaning.

Our tailored cleaning solutions are designed for the unique needs of data centre and critical environments.

Data Centre Support

Datalec can provide an extensive choice of support services ranging from decontamination and management throughout the entire data centre construction programme, controlled environment movement of sensitive hardware to audits (power and environmental).

Air Particle Testing

Certified in testing Airborne Molecular Contamination (AMC) to ISO 14644-8 standard, our operatives can test for, prevent and rectify airborne contamination, in its various forms, such as creep corrosion. As part of our service, we can provide air particulate testing, reporting and certification.

Data Centre Exterior Technical Cleaning

Our specialist exterior technical cleaning service includes deep cleaning of large back-up generators, high voltage areas, IPAF building fascias, chiller decks, plant rooms, fire exits and walkways.

Innovative Dust and Debris Minimisation

Datalec have a wealth of methods to help our clients keep dust away from their equipment and minimise dust build-up, including electrostatic-sensitive device (ESD) vacuum cleaners with static dissipating rods and HELPA filters to lint-free microfibre cloths.

Internal Rack and Server Cleaning

To minimise the risk and cost of IT equipment inefficiency and failure, it is imperative to regularly decontaminate and deep-clean inside server cabinets. Datalec can deliver this service either on-site or take the cabinets away to suit customer requirements.

White and Grey Space Technical Cleaning

Our specialist technical cleaning service includes inspection, reporting and cleaning protocol recommendations, dustmopping, spot-cleaning and static dissipating vacuum cleaning.

Equipment Sanitisation

Cleaning and sanitising all IT equipment and componentry equipment, such as air conditioning duct cleaning, ensures our customers protect their capital investment and fulfil their duty of care for employees.

Jet Wash Cleaning

Datalec can provide this specialist cleaning service applying the latest development in jet wash technology.

WEEE – Waste Disposals

Datalec support our customers comply with all EU WEEE Directives, ensuring the adherence to the sustainable removal, environmental-friendly recycling and recovery of all obsolete electrical and electronic equipment.

Office and Facilities Cleaning

Our services include the cleaning of PCs, printers, photocopiers, laptops, EPOS, other IT peripherals, as well as data room and computer/ communication rooms cleaning.

Specialised Cleaning Services

Capabilities

Emergency Response Team

- Swift and efficient response team for emergency cleaning needs.
- 24/7 availability to address urgent cleaning requirements and minimise potential disruptions.

Compliance and Documentation

- Adherence to industry standards and regulations for data centre cleanliness.
- Detailed documentation of cleaning processes and schedules for compliance reporting.

Client Collaboration and Communication

- Open communication channels for collaboration with clients to address specific cleaning requirements.
- Regular updates on cleaning progress and any identified issues during the cleaning process.

Environmental Considerations

- Implementation of eco-friendly cleaning practices to minimise environmental impact to work with our strong efforts of sustainability.
- Proper disposal of waste materials in accordance with environmental regulations.

Certified and Trained Staff

- Certified cleaning professionals with expertise in data centre environments.
- All staff are direct employees and are security checked for cleaning in data sensitive environments.

Customer Support

- Dedicated customer support team to address inquiries, provide assistance, and ensure client satisfaction.
- Proactive communication for any queries and prompt resolution of concerns.

Deliverables

- Complete range of cleaning and decontamination service.
- Surface cleans.
- Planned maintenance cleans.
- Deep / clinical cleans.
- Rack internal cleans.
- Component / equipment cleans.
- Testing services.
- Air particulate testing to ISO 14644-8 levels & certification.
- Zinc whisker testing and remedial plans.
- Creep corrosion.
- Service delivery reports.
- Infrastructure review and recommendation reports.

Pedigree

- 100% data centre and critical facility focus.
- In-depth knowledge of data centre environments.
- 1000s of cleans without customer impact or incidents.
- Quality assurance guarantee.

About Datalec

Datalec Precision Installations delivers global data centre solutions, specialising in M&E and connectivity design, bespoke manufacturing, modular solutions, installation and data centre services. With unmatched expertise, we offer consultancy, technical cleaning, electronic security, remote hands and migrations. By delivering advanced, future-ready data centres, we empower clients to embrace and lead the AI revolution through innovation and digital transformation.

Known for our quality, flexibility and reliability Datalec constantly seeks how to better meet and exceed client expectations.

The company holds various industry certifications and accreditations. Through careful recruitment and rigorous training Datalec's critical industry qualifications and partner programs are well maintained.

Proven delivery of high standard projects

Originally established with a strong focus on electrical, mechanical, public health, and construction works associated with data hall fit-outs, DPI remains fully committed to this core expertise. Over time, the business has strategically expanded its in-house capabilities to meet evolving client needs, ensuring we can provide comprehensive, end-to-end support across every stage of their projects.

Service offering includes:

Critical Infrastructure

- Connectivity
- Mechanical & Electrical
- Electronic Security
- CSA
- High-density & AI Solutions
- Lifecycle
- Modular Infrastructure
- New/Refurb

Bespoke Manufacturing

- Modular & AI Solutions
- Caging Solutions
- Aisle Containment
- Hyperion Structural Ceiling
- Powder Coating
- Accessories
- Research & Development

Consultancy Services

- Project Management
- Client-side Technical PM
- Technical Contract Administration
- Construction Management and Monitoring
- Strategic Project Advisory
- Risk Management & Mitigation

Technology & Data Centre Services

Data Centre Services

- Critical Infrastructure Maintenance
- Facilities Management
- Technical Cleaning
- Soft Services

Technology Services

- Active Hardware Engineering
- Technical Resource
- Remote Hands Service
- Migrations
- Data Destruction

Our commitment to quality and innovation

Self-delivery is Datalec's commitment to providing the quality, consistency, and common exacting standards in workmanship that clients deserve and demand.

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