



# SPACE HELLAS

Empowering Your Digital Transformation Journey

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## Global Telecom Services Presentation 2023



Classification ISO 27001: Public

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[www.space.gr](http://www.space.gr)



**| Space Hellas provides a wide range of Telecom Solutions to Global Providers worldwide.**

**Our mission is to deliver high-quality data communication services.**

# Offering

Intelligent

Going beyond

Customer centric

Transparent

Common Approach and processes

Flexibility

Carrier Neutrality

24x7x365

Efficiency

CPE

Simplicity

DIA/xDSL/5G

Ethernet Local Loops  
& Long Lines

IPLC/CORE

Performance

Consistency

Infrastructure

Next Generation connectivity

Harmonized SLA

End-user experience

Commitment to quality

Ability to support complex tasks

# Global Availability Map



Australia
Bolivia
Canada
Chad
Ecuador
Japan
Kyrgyzstan
Luxembourg
Madagascar
Mauritania
Moldova
New Zealand
Papua New Guinea
Senegal
Sri Lanka
United States of America
Uruguay

Argentina
Brazil
Chile
Costa Rica
El Salvador
Honduras
Panama
Paraguay
Peru

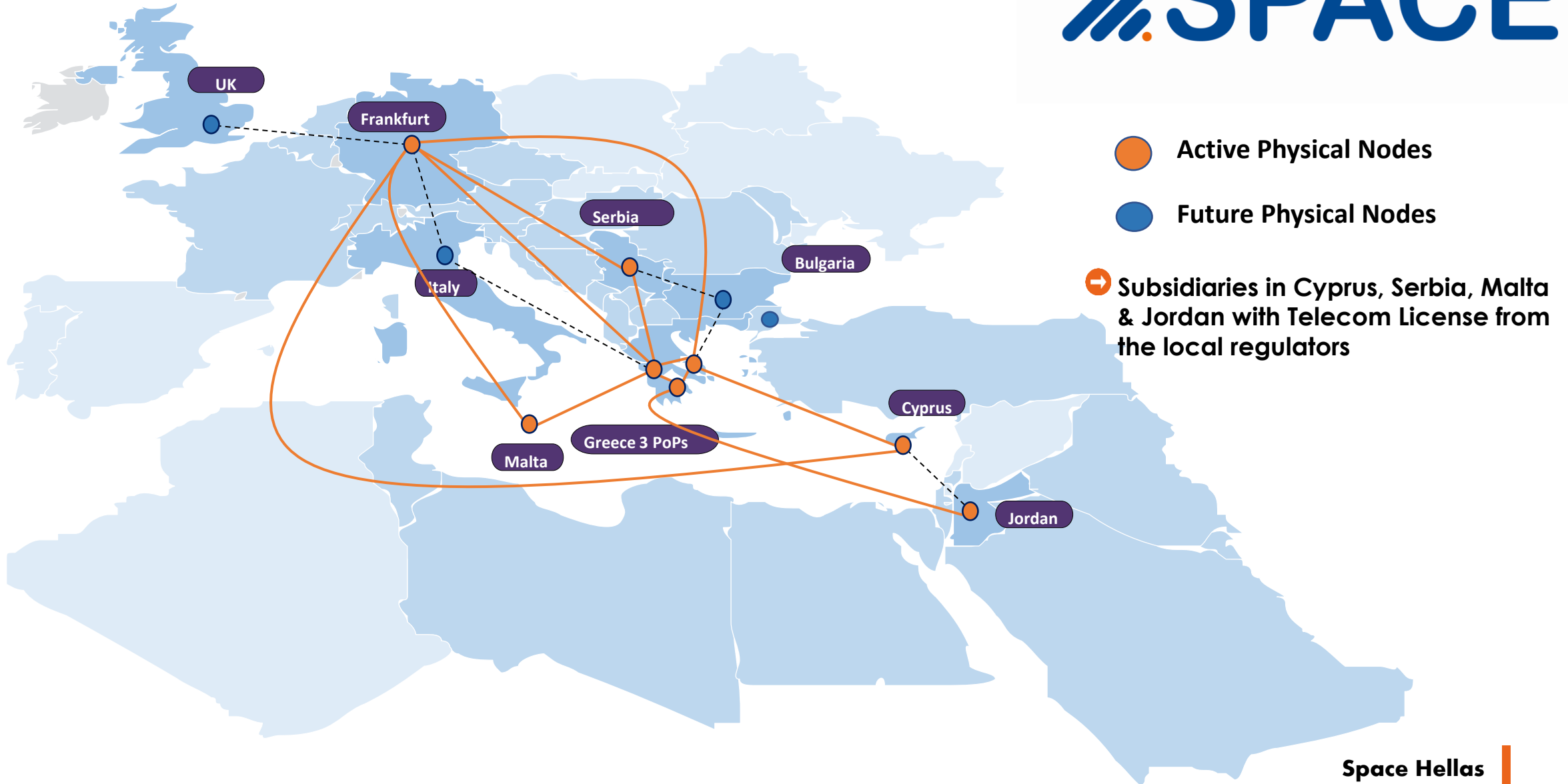
Albania	N. Macedonia
Austria	Netherlands
Belarus	Norway
Belgium	Poland
Bosnia & Herzegovina	Portugal
Bulgaria	Romania
Croatia	Serbia
Cyprus	Slovakia
Czech Republic	Slovenia
Denmark	Spain
Estonia	Sweden
Finland	Switzerland
France	Turkey
Germany	Ukraine
Greece	United Kingdom
Hungary	
Ireland	
Italy	
Kosovo	
Latvia	
Lithuania	
Malta	
Montenegro	

Algeria	Kenya
Angola	Libya
Benin	Mali
Botswana	Mauritius
Burkina Faso	Morocco
Cameroon	Mozambique
Congo	Namimbia
Congo DRC	Niger
Djibouti	Nigeria
Egypt	South Africa
Ethiopia	Tanzania
Gambia	Tunisia
Ghana	Uganda
Guinea	Zambia
Ivory Coast	Zimbabwe

Afghanistan
Armenia
Azerbaijan
Bahrain
Georgia
Hong Kong
India
Iraq
Israel
Jordan
Kazakhstan
Kuwait
Lebanon
Malaysia
Mongolia

Oman
Pakistan
Palestine
Philippines
Qatar
Saudi Arabia
Singapore
South Korea
Taiwan
Tajikistan
Thailand
UAE
Uzbekistan
Yemen

# Network Map





# | Aggregated Telecom Services

## **DIA, Long Lines and Broadband**

- Global coverage
- Offering 300+ selected partner networks
- Multiple Access means
- Resiliency options
- 4G/5G backup options

## **SLA**

- Harmonized SLA across all countries
- Centralized SLA management
- Service monitoring
- Weekly & Monthly Reporting

## **CPE**

- Service & provisioning
- Managed or Unmanaged options

## **API tool**

- ✓ For DIA and Long Lines
- ✓ Firm & Budgetary options

## **Service Delivery**

- Common Approach for all Countries
- Dedicated Team of Service Delivery

## **Service Assurance**

- 24x7 English Speaking Personnel
- Dedicated Team of Highly Skilled Engineers
- Same Escalation Path for all Countries

# | Customer Operations & Support

## NOC & SOC

- IT Infrastructure Monitoring and Management
- Network Monitoring
- Server Monitoring
- Application Performance Monitoring
- Public Sites and Services Monitoring
- 24x7x365 Proactive Monitoring & Incident Management
- 3rd Party Trouble Ticket Management
- Inventory & Asset Management
- Security Management and Monitoring
- Threat Hunting & Incident Response
- Vulnerability Management
- User, Network and Entity Behavioral Analytics



## 24/7/365 Tech Support

Whether you have a minor request or a mission-critical issue, our agents are skilled enough to manage the situation. We can assign a team to your business that has the appropriate educational and professional experience to manage any level of technical complexity



# How

- **Hubs:** Our network extends in 8 Datacenters and 33 partner Datacenters across EMEA region
- **Carrier Neutrality:** We have developed a wide range of 300+ partners in EMEA region who meet our high criteria standards
- **Licensed Services:** We own Telco license in every country that we operate a Hub, and use only licensed partners in other countries
- **Technology:** Our people are highly skilled, they hold 700+ certifications and accreditations
- **Quality:** We are ISO27001, ISO9001, ISO22301, ISO20000-1, ISO14000, NATO secret and ITIL certified.
- **Customer Service:** Our strategic goal is to overcome our customer's expectations and take complexity out of the way
- **Consistency:** Our 37+ years of presence in the ICT, and our loyal and growing customer list proves that Space Hellas delivers on its promises.
- **Integration:** We can take over special projects, and we can bundle different services into a single offering to provide a turn-key solution



# Why Space Hellas

- **Trust**
  - +30 years of supporting global providers
- **One Stop Shop**
  - Full responsibility of services E2E (including CPE + Access)
  - Same SLA
  - High Quality Services for every country
  - Single Invoice
  - Same Pre/after Sales Experience
  - Same 24x7 NOC
- **Integration**
  - Bundling of services (CPEs, DIA, Long Lines)
  - Special Projects
  - API (for pricing , service assurance , service delivery)
  - Reporting
- **Technology**
  - Core network is based on Cisco
  - Highly Skilled Engineers

## What Customers say about us

“Space Hellas is very flexible, doing business with them is easy”

“Space Hellas true value becomes apparent when a problem occurs.”

“They strive to support us as quickly as possible”

“Space Hellas is our preferred provider”

“They manage to keep ordering simple by keeping last mile supplier processes & communication completely invisible to us”

# Datacenter Presence

- **Amsterdam:** Amsterdam Data Tower, Equinix AM1, Global Switch Amsterdam
- **Frankfurt:** Equinix FR4, FR5, FR6, Interxion [FRA1-FRA11] , Itenos FRA1 , MainCubes One GmbH FRA01
- **Greece:** Athens 3 POP's
- **Cyprus:** Nicosia
- **Jordan:** Amman
- **Malta:** Quormi
- **Serbia:** Belgrade
- **London:** Digital Realty[6], Epsilon Global Hubs London , Equinix [LD4-LD10], Global Switch London East, Global Switch London North, Interxion LON1, Redcentric London, Telehouse East, Telehouse North, Telehouse Voiltaire TH2, Telehouse West, Level 3, Telstra London Hosting Center, TATA
- **Madrid:** Itconic S.A. Madrid 1, Interxion MAD1
- **Marseille:** Interxion MRS1
- **Paris:** Equinix PA2, PA3, PA4, PA5, PA6, Telehouse Jeuneurs TH1, Telehouse Voiltaire TH2
- **Vienna:** Interxion VIE1
- **Millan:** Via Caldera 21
- **Dubai:** Datamena, SmartHub





# Thank you

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For more details, please send email to: [telecom\\_services@space.gr](mailto:telecom_services@space.gr)



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