



## BOMBARDIER ENSURES SPEED, SECURITY AND QUALITY OF SERVICE FOR PEOPLE AND THEIR DATA – WHETHER TRAVELLING BY AIR OR OVERLAND

**BOMBARDIER**  
the evolution of mobility

### Challenge

- To provide a secure, flexible, cost-effective, high-performance and highly available data centre infrastructure for mission-critical applications

### Solution

- Data centre infrastructure outsourced to Interxion at an attractive price/performance ratio

### Result

- High reliability thanks to a dual-data centre design with mirrored applications and redundant power and cooling
- A marketplace that offers access to a wide range of cloud providers and other international service providers
- The highest security standards and service quality at the data centre
- Fast service from Interxion partners for hardware maintenance and remote infrastructure management

## Bombardier Transportation relies on Interxion

Bombardier Transportation is the world's only manufacturer of both planes and trains. It has built an extensive and diverse portfolio of compelling transportation solutions. The company is now looking ahead to the future, armed with a great deal of knowledge and understanding of the needs and behaviours of people on the move, today and tomorrow.

To help it develop sustainable solutions and deliver current products reliably, Bombardier needed a highly available, high-performance IT infrastructure. In the past the company had worked with an outsourcing service provider to manage its complete data centre stack including data centre facilities, hardware and software, and server and storage administration. But as demands for agility and flexibility increased, this single-supplier service provisioning model was reaching its limits.

Bombardier therefore opted for a selective supplier environment that would increase agility and flexibility while reducing costs, by introducing competition and breaking up the vertical value chain. For data centre provisioning, the company looked for a provider that could guarantee high scalability, reliability and performance, and operated its own data centres in Europe. It chose Interxion based on quality, price/performance ratio, capacity and data centre infrastructure; and on Interxion's unique market position that provides access to a wide range of cloud providers and other international service providers.

"We were particularly impressed with the professionalism of the technical environment and the services offered by Interxion," explains Thomas Leidenbach, Vice President IS Infrastructure at Bombardier Transportation. "The Hands and Eyes service — including installation, maintenance and troubleshooting — ensures there are technicians on site who can act quickly to keep our business-critical infrastructure operational."

## About Bombardier

Anywhere people travel by land and in the air, a Bombardier product is ready to transport them. Our 76,400 employees are our most important success factors. The company's headquarters is located in Montréal, Canada. With 63 production and engineering sites in 26 countries and 19 service centres around the world, Bombardier Transportation is the global leader in the rail industry. We cover the full spectrum of rail solutions, ranging from complete trains to sub-systems, maintenance services, system integration and signalling. The installed base of rolling stock exceeds 100,000 rail cars and locomotives worldwide with 38,500 employees continuing the proud tradition of delivering ingenious rail transportation solutions.

More information

[www.bombardier.com](http://www.bombardier.com)

## About Interxion

Interxion (NYSE: INXN) is a leading provider of carrier and cloud-neutral colocation data centre services in Europe, serving a wide range of customers through over 45 data centres in 11 European countries. Interxion's uniformly designed, energy efficient data centres offer customers extensive security and uptime for their mission-critical applications. With over 700 connectivity providers, 21 European Internet exchanges, and most leading cloud and digital media platforms across its footprint, Interxion has created connectivity, cloud, content and finance hubs that foster growing customer communities of interest.

For more information, please visit

[www.interxion.com](http://www.interxion.com)

This means that Bombardier can operate its external data centre as a darkroom, with no need to be physically present for maintenance and operation. If the company ever has a problem or needs to request a change, it simply turns to its remote infrastructure management (RIM) and SAP-basis offshore provider. If they identify the requirement for an on-site break-fix or hardware maintenance service, they involve the respective maintenance provider. "This is an example of how we can take advantage of a global delivery model with offshore RIM from India, while maintaining the benefits of a data centre located in Germany. In this way, Interxion offers a completely reliable service framework," adds Leidenbach.

## The advantages of Germany as a data centre location

Bombardier's applications are mirrored across Interxion's data centres in Dusseldorf and Frankfurt. This dual-site design is key to ensuring complete redundancy, enabling Bombardier to rely on the data and applications at the second site in the event of any situation affecting business continuity at the first. Being located in Germany also offers the advantage of strict data protection laws. Furthermore, Interxion uses comprehensive, multi-level security that aligns with the room-within-a-room principle. This incorporates security standards that ensure critical business applications operate reliably. The two data centres are also connected to Bombardier's global network via high-speed data links.

"Outsourcing to a data centre offers us many economic benefits, and lets us concentrate on our core business with no need to worry about areas outside our own domain. After all, we wouldn't build a hotel when all we need is a room," explains Leidenbach. "With its core expertise lying in data centre operations, Interxion can perform both installation and maintenance much more efficiently and reliably. We also benefit from lower initial investment costs and shorter implementation times, as well as greater scalability, flexibility and cost efficiency offered by the cloud model."

## A provider that keeps its promises

Initial applications have been running at Interxion data centres since July 2013. The collaboration between Bombardier and Interxion could hardly have gone any more smoothly. "Interxion lives up to its promised service level agreements and our applications are delivering high performance and reliability," says Leidenbach. He continues:

"We are extremely satisfied with Interxion. They simply know their business. That's why we intend to migrate our entire central data centre in the UK to Interxion by 2016. All of our major applications worldwide will then be running at Interxion — a clear demonstration of just how far we trust them."

// *We are extremely satisfied with Interxion. They live up to their promised service level agreements, and our applications are delivering high performance and reliability.*

**Thomas Leidenbach**

Vice President IS Infrastructure, Bombardier Transportation



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**Cofounder:** Uptime Institute EMEA chapter. **Founding member:** European Data Centre Association. **Patron:** European Internet Exchange Association. **Member:** The Green Grid, with role on Advisory Council and Technical Committee. **Contributor:** EC Joint Research Centre on Sustainability. **Member:** EuroCloud.

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