

# Data Center Colocation: Client Central

## Features

Account and user administration

Ticket management

Self-service monitoring management

## Benefits

Access information about your Data Center Colocation solution anytime from virtually anywhere

Update data center access lists and manage monitoring over the portal, rather than opening trouble tickets

Manage users and feature privileges to control the information each portal user can view

Suspend or resume ping and http monitoring for your servers

**Client Central is an easy-to-use, self-service portal that delivers the tools and technology you need to view important information about your Verizon Data Center Colocation solution through a standard web browser.**

Client Central provides access to a variety of content, reporting, and self-service tools, all designed to keep customers informed about their hosted environment.

## Client Central Features

### Account Administration

- **Manage Contact Information** lists all authorized account contacts. Contacts can be added, edited, or deleted directly over the portal.
- **Manage Data Center Access List** details who has physical access to your colocation environment, as well as additional restrictions that person may have to follow (for example: must present company ID). Users can update the access list in near-real-time to add or remove people or modify information about an existing contact.
- **Flash Screen** displays specific escalation procedures you direct Verizon to follow in supporting your account.
- **Back-Up Information\*** displays a comprehensive record of all back-up activity for each of your servers, including a daily report covering completion of scheduled back-up jobs.
- **Bandwidth Utilization** provides both graphs and raw bandwidth data for up to one year.

### Ticket Management

- **Ticket Information** allows you to view all tickets opened against your account, whether they were opened over the phone or through Client Central. A query tool helps filter tickets for “hands & eyes” tasks, so you can estimate any monthly charges.
- **Ticket Entry** allows you to submit tickets to Web Customer Technical Support (WCTS) without picking up the phone. Automated templates guide you in submitting required information, so WCTS can efficiently assist you.

### Self-Service

- **Manage Monitoring** displays an interface that allows you to suspend or resume ping and http monitoring for all your servers.

### User Administration

- **Manage Users** feature allows you to assign one of your staff as an administrator. The administrator can control who has Client Central privileges and permissions for individual feature access.
- **Manage Groups** is a time-saving feature that your assigned administrator can use to easily control entitlement privileges for multiple individuals.

### References

- **Technical Library** provides many resources to help you make the most of your collocated service. The Library contains user guides, data center access policies, and links to external sources that our technical staff recommends for further information.
- **My Documents** can display commonly referenced documents that you wish to share with Verizon staff supporting your configuration.

## Fact Sheet

Use Client Central, our innovative self-service portal, to view and manage your site anytime from anywhere using Internet Explorer 5.x or higher. Verizon Data Center Colocation customers gain access to Client Central at no additional cost.

For more information about Verizon Client Central, contact your Verizon Business account manager or visit [verizonbusiness.com](http://verizonbusiness.com).

\*This feature requires the purchase of back-up service before Client Central reporting becomes available.

