IX·PRESS

Official IXcellerate Newsletter

No. 4

Dear clients and partners,

I am happy to greet you as a new member of IXcellerate team! Earlier in July this year, I became the head of the Customer Service department at IXcellerate. It was an honor to receive an offer from a company with such reputation, renowned both domestically and internationally. Let me share with you the first results of my work here, which is all about improving our Client-first work ethic and achieving customer success.

Our №1 priority is to take our customer support to the next level by improving professional skills of the employees tasked to receive and process client requests of any complexity, at any time of day, both in Russian and English. Adding to that, we are working to develop a VIP service line for our key customers with long term development plans.

Starting this fall, we will also introduce new quarterly client surveys, which will help us receive more feedback and become even better. Stay tuned!

Sincirely yours,

Dmitry Zhuravlyov
Head of Client Service at IXcellerate

COVID-19 UPDATE

We prolong our policies and measures to combat the spread of COVID-19 coronavirus **until September 14.**

Learn more at https://ixcellerate.com/covid-19.

IXcellerate Rated Among Biggest Russian Data Center Operators in 2020

IXcellerate №2 in CNews survey

According to the data center market survey 2020 by CNews, IXcellerate was ranked №2 by the following major criteria: rack-spaces (3315), data halls' space (5500 m^2), and power capacity (26 MW). The №1 spot is held by Rostelecom, Russia's telecom giant.
The rating in Russian is published on the Cnews website, please click here.

IXcellerate at the International Summit of DC Industry Members Association - 2020

On September 11, 2020 Technical Director of IXcellerate Sergey Vyshemirsky, will speak at the annual congress of the Association of Data Center Industry Participants in Kazan.

Topic of his report: "Atypical solutions implemented in IXcellerate Moscow Two: one year of operation".
The presentation starts at 14:45 GMT+3.

Details of the event and conditions of participation are published on the website: www.dcsummit.ru.

Welcome new Eurasia Peering residents!

We are happy to announce that 11 more companies have joined Eurasia Peering Internet exchange over the past three months! We wish new peers great success and speed on our platform.
Special thanks to those companies who gave us permission to publically announce their residency.

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Success story: high performance computing for gaming

Last fall, NVidia's cloud gaming platform GeForceNow launched its cloud gaming service in Russia, GFN.RU. The company installed its infrastructure at IXcellerate Moscow Two data center. "The time passed has proven we made the right choice. It is important for our services that the uptime is kept close to 100%, and we're happy to say that IXcellerate delivers", - Andrey Komogorov, CEO of GFN.RU told CNews.ru.

The full interview in Russian is available at www.cnews.ru.

First Client Event in 2020

IXcellerate's Rockin'Networking

In early August, IXcellerate held an offline event, gathering customers and partners together for the first time in 2020.
In addition to the traditional networking, together with the sponsor of the event UL-com, the invitees participated in various thematic expert sessions and played quiz. We thank our guests for complying with the measures to prevent the spread of COVID-19.

For any inquiries or suggestions, please, reach us at info@ixcellerate.ru

With best regards,
IXcellerate team

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