

Daisy Data Centre Solutions Ltd

FAQs for acquired 2e2 data centre customers

For any queries call 0800 038 0808

Q: I am an existing customer, who should I speak to?

A: You should call the customer support centre on 0800 038 0808.

Q: What has happened to the 2e2 Data Centre Business?

A: On 14th February 2013 Daisy Communications Limited (“DCL”) and Oakley Capital Private Equity LP entered into a series of arrangements leading to the purchase of the 2e2 Data Centre business out of administration, with the aim of maintaining the business as a going concern and providing continuity and security of service for customers.

Q: Who is Daisy?

A: DCL is a leading provider of business communications. As an independent organisation, we work with a range of suppliers to offer a portfolio of communications products including data, mobile, telephone systems, maintenance and voice services. The Daisy Group has more than 70,000 customers and has a number of support centres across the UK.

Q. Who is Oakley Private Equity?

A: Oakley Capital Private Equity LP is a mid-market private equity fund with €280m of committed capital, investing in the UK and Western Europe. Oakley has acquired the 2e2 Data Centre customers through a special purpose vehicle, Daisy Data Centre Solutions.

Q. What is the relationship between Daisy and Oakley?

A: Daisy and Oakley have a close working relationship which has been built over the years through working with each other on a series of successful transactions. This acquisition of the 2e2 Data Centre Business is the latest step in that relationship, with Daisy agreeing to take responsibility for managing the 2e2 business and working with existing 2e2 data centre employees to provide continuity of service to customers and Oakley funding the acquisition of the 2e2 business through Daisy Data Centre Solutions Limited.

Q: Is Daisy financially stable?

A: Yes. Daisy is a financially stable business, having reported year-on-year growth for the last 12 years. Turning over revenues of £350m and with a strong balance sheet, the business employs 1,500 staff across the Group. Daisy is also a cash generative company, with analysts forecasting free cash flow of £35m for the year ending 31 March 2013. This represents the level of cash generated by Daisy after payment of capital expenditure, taxation, financing costs and any investment in working capital.

Q: What services can still be provided?

A: The existing data services, including colocation and managed hosting, are still provided. If you wish to speak to us about any additional products, please call 0800 038 0808 and a customer service advisor will assist, or visit www.daisygroupplc.com to learn more about Daisy's products and services.

Q: Can we take more services from your data centres?

A: Yes. Please call 0800 038 0808 to speak to one of our data and hosting experts.

Q: I am a former 2e2 customer that had wanted to move my services away but I have changed my mind. What should I do?

A: Please call 0800 038 0808 and speak to one of our advisors.

Q: Who will be invoicing me?

A: As a result of the above transaction, the services you previously received from 2e2 are now being provided by Daisy Data and managed by Daisy. Therefore, all future invoices will (until further notice) be issued by Daisy on behalf of Daisy Data and no amounts for any services received after 14th February, 2013, should be paid to 2e2. The administrator may or may not bill you for periods prior to that date.

Q: I paid the administrator, what has happened to my money?

A: The administrator ceased providing 2e2 Data Centre services on 14 February 2013, and if you have paid any money paid to the administrator for services after that date, then you would need to contact the administrator to recover those amounts.

Q: I didn't pay the administrator, will my service be impacted as a result?

A: No. Daisy Data Centre Solutions will seek to maintain your service with renewed contractual arrangements starting 15 February 2013.

Q: Who is my contract with?

A: As you will be provided with services by Daisy Data Centre Solutions Limited from 15 February 2013, your contract will be renewed with that company.

Q: What do you know about data centres?

A: Daisy has a wealth of expertise and experience in data centre management. With five Tier III/ISO27001 accredited facilities across the UK, connected to our own network, we have a breadth of knowledge in this area and work with best-of-breed suppliers including NetApp, Cisco and VMWare to provide data and hosting services to a range of businesses.

Q. I am a: SAP, CRM/ Apps, Data Management, Hardware Break-fix client, Security Client. Who do I speak with?

A: As these services are no longer available from 2e2, FTI (administrators) will be handling these calls and can be reached on 020 7979 7405.

Q: How do I get my money back for project work not completed but paid for?

A: Call 020 7979 7405 and the FTI will discuss these issues with you.

Q: My client contract spans various technologies or services. Who can I call to confirm that you can support my service lines and if not, do we get a reduction in cost?

A: Please call accounts management via the customer hotline 0800 038 0808.

Q. I have recently requested a data export or back up, what is the current status with this request?

A: This request is currently being reviewed by accounts management and technical support. As you can imagine we are experiencing an extensive backlog and this request will be updated in due course. We apologise for any delay. Please contact your relevant service desk for updates as per the normal communication process.

Q: What is my point of contact within Daisy Data Centre Solutions Ltd?

A: Please call the customer hotline 0800 038 0808 or the service desk telephone number 0844 225 0524. Alternatively you can email any queries through to servicedesk2@2e2.com.

Q: My account manager or SDM is no longer available, who should I contact?

A: Please call the customer hotline 0800 038 0808 or the service desk telephone number 0844 225 0524. Alternatively you can email any queries through to servicedesk2@2e2.com.

Useful numbers

2e2 customer hotline: 0800 038 0808

Service desk: 0844 225 0524

FTI (administrators): 020 7979 7405