



**DATABANK**  
Data Center Evolved™

## REMOTE & SMART HANDS

### Expert Technicians to Keep Your Data Center Up and Running

Colocating in an outsourced data center environment takes the pressure off of your IT team to manage security and reliability for your critical IT deployments—but what about technical support needs? In the digital world, achieving maximum uptime and availability are key.

Maintaining availability and uptime give you the power to remain always-on and serve your customers and end users continuously. Engaging a remote hands service allows you to leverage experienced, highly responsive, and communicative technical staff to resolve onsite issues or cover routine tasks, from a switch reset to advanced troubleshooting.

DataBank Remote & Smart Hands Service is delivered by expert, on-site technicians who ensure rapid response to your technical support needs. Around-the-clock installation, diagnostics, troubleshooting, and equipment repair are all part of the package.

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#### Address All of Your Tech Support Needs, Reduce Costs, and Increase Uptime

DataBank's Remote Hands Service covers the entire range of data center support, from installation of servers, gear, and equipment to reboots and resets of equipment. A local console gives you a remote set of eyes and hands to handle simple system inquiries, plus, we're able to install and organize cables, hard disks, memory, and other components of your infrastructure. Depending on your requirements, you can choose from Priority 1 or Priority 2 service.

DataBank offers a number of key services to clients to ensure maximum uptime, availability, and productivity from deployed infrastructure. Our Remote & Smart Hands Service extends your on-site IT presence by leveraging support staff who you can count on to perform a variety of convenient service options at the direction of your off-site personnel.

- **Ensure business continuity with immediate support responses and 24x7x365 operations**
- **Empower your IT staff to focus on more impactful projects**
- **Reduce IT support costs as a result of incremental billing**

## DATABANK REMOTE & SMART HANDS SERVICE DETAILS

FEATURE	BUSINESS OUTCOME/IMPACT
24x7x365 support	✓ Ensures rapid issue resolution for maximum availability
Trained technicians	✓ Provides expert, hands-on technical support
Staff on-site at the data center	✓ Eliminates the need for site visits and frees your IT staff for strategic initiatives
Flexible pricing model	✓ Allows you to pay for only what you need
Comprehensive coverage	✓ Addresses all your technical infrastructure support needs, from installation to emergency resets

### REMOTE & SMART HANDS SERVICES

- Rack & stack
- Cabling
- OS & application troubleshooting
- Software support
- Reboots & resets
- Local console
- Component installation

### SERVICE DELIVERY OPTIONS

**Priority 1:** Covers issues that require an immediate response. Staff on hand around-the-clock ensures these requests are handled in a prompt, professional manner.

**Priority 2:** Addresses service needs of a non-critical nature. You can also schedule Remote Hands to meet a specific maintenance window or project requirement.

## WHY DATABANK?



### OUR APPROACH

Our consultative approach results in customers getting the most flexible solution available to meet short and long-term business objectives.



### SECURITY

Security and compliance is in our DNA. Trust that you have a dedicated team of security and compliance engineers for all of your colocation and cloud deployments.



### ACCOUNTABILITY

Accountability isn't just an SLA. We provide real-time analytics on the performance of all of your systems in our sophisticated customer portal including audit support documentation and history.



### SERVICE

DataBank's data centers are staffed 24/7/365 offering remote, managed, and smart hands services. Our U.S. based support team solves 95% of tickets without burdening our clients.



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