



COLOCATION SERVICES

## REMOTE AND 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 is key.

Maintaining availability and uptime gives you the power to serve your customers and end users continuously. Engaging a remote hands service allows you to rely on experienced, highly responsive, and communicative technical staff to resolve on-site 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.

#### 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 one or priority two.

DataBank offers multiple services to clients to ensure maximum uptime, availability, and productivity from deployed infrastructure. Our Remote and Smart Hands service extends your on-site IT presence by leveraging support staff who you can count on to perform a variety of 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

#### THE DATABANK DIFFERENCE

##### COMPLIANCE

- SSAE18
- PCI-DSS
- HIPAA HITECH
- FedRAMP
- ITAR
- NIST 800-53
- FIPS 140-2

##### SECURITY

- FIREWALL
- IDS/IPS
- SCANNING
- 24x7 MONITORING
- WAF
- 2-FACTOR AUTH

With more than 400 blades, 8000 cores, and 9 PB of storage under management across four geographies, you can rely on our scale, tools, and talent to ensure your applications are globally available, protected, performant, compliant, and secure.

## DATABANK REMOTE AND 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
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 technical infrastructure support needs, from installation to emergency resets

### Included

- Rack & stack
- Cabling
- Troubleshooting
- 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?

DataBank is a leading provider of enterprise-class data center, cloud, and connectivity services, offering customers 100% uptime availability of data, applications, and infrastructure. DataBank's managed data center services are anchored in world-class facilities that cater to today's network and computing edge - users and applications in dense but underserved markets.

DataBank provides its suite of services in a truly hybrid model allowing enterprises to port workloads, technologies and even contract terms from data center to data center and from cloud to colocation, with compliance certifications to meet the most stringent demands. By evolving the data center experience in this manner, our customers are able to more effectively manage risk, improve technology performance and focus on growth.

