



# Expert Technicians to Keep Your Data Center Up and Running

## COLOCATION

# Remote Hands



### Take The Pressure Off Your IT Team

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. Engaging a remote hands service allows you to rely on experienced, highly responsive and communicative technical staff to resolve on-site issues and cover routine tasks.

### We're Here When You Can't Be

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. 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.

### At-A-Glance

- Equipment installation (rack and stack)
- Reboots and resets
- Access to local console
- Installation and organization of hard disks, cables and server components
- Troubleshooting
- Priority 1 and Priority 2 service delivery options
- On-site staff and trained technicians

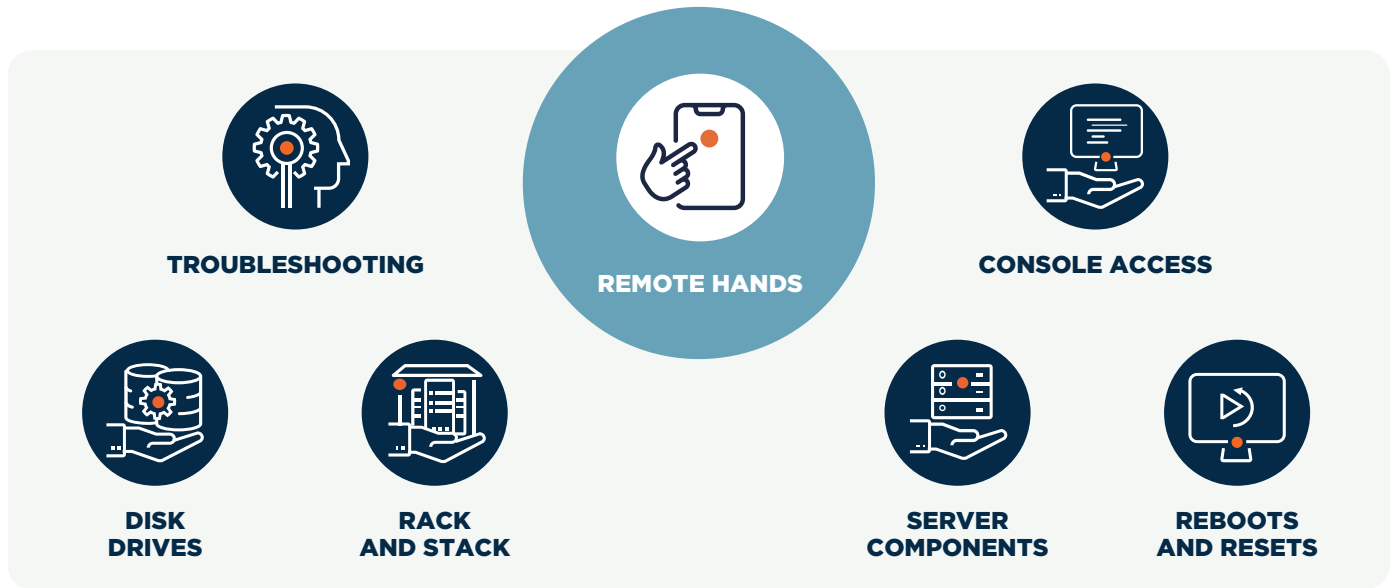
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## Features

- 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
- Expert technicians
- Flexible pricing model
- Revenue Portability
- DataBank Portal

## Benefits

- Eliminates the need for site visits
- Unburdens your IT staff and allows them to focus on more strategic projects
- Provides expert, hands-on technical support when you can't be there and where you need it most
- Pay-as-you-go and pay only for what you need when you need it
- Provides comprehensive coverage for gaps in staffing or expertise
- Ensures you have the ultimate in visibility and control of your environment within a single pane of glass
- Ensures rapid resolution to assure maximum availability

TALK TO AN EXPERT

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