

REMOTE HANDS SERVICE



REMOTE HANDS

A HELPING HAND WHEN YOU NEED IT

CoreSite's remote hands service provides customers access to a team of highly-trained, in-house operations technicians that are available 24/7. Submit requests for remote hands service through CoreSite's Customer Portal at MyCoreSite.com, then *Order Services & Support*. We offer the resources required to help install, operate and manage a data center deployment.

SERVICE FEATURES

Cabling and Wiring

- Cross connect termination
- Moving, securing or dressing existing cabling

Physical Labor and On-Site Assistance

- Standby assistance
- Remote or on-site visual verification for troubleshooting
- Basic cleaning or organization of customer space
- Discarding boxes or items
- Racking and stacking of equipment
- Moving boxes or equipment within the facility

Basic Device Management

- Plugging in serial cables
- Verifying device physical status
- Swapping highly modular equipment (hdds, network cards, memory, and so forth)
- Customer assisted console access
- Customer remote serial console access to equipment

Shipping and Receiving Activities

- Packing and unpacking of equipment for shipping
- Labeling boxes or equipment for shipping
- Inventorying boxes or equipment

“While we’re busy managing our customers’ operations, CoreSite is looking after ours. CoreSite’s Remote Hands have helped us accomplish a number of high-priority infrastructure deployments and administrative tasks we simply couldn’t do on our own.” - Ron Offer, CEO, Integrity Virtual IT, Inc.

SERVICE FEATURES

Circuit Testing and Diagnostics

- Simple light readings for fiber optics
- Signal verification for copper and coaxial
- Patch cord and media testing

Routine Media Management

- Swapping of tapes or other storage media
- Swapping of removable media (CDs, DVDs, USB, and so forth)

Power Initiation and Resets

- Turning on, off or recycling of device power
- Verifying power status
- Connecting and installing rack-mounted PDUs and equipment

Advanced Circuit Migrations

- Assist with coordination of circuit migrations for carriers and ISPs

Inventory Auditing and Labeling

- Full or partial cage and cabinet audits
- Device labeling
- Cross connect and cable auditing or tracing
- Photographing space or equipment

Escorted Access

- Escorting vendors or consultants
- Escorting customer personnel to and from the space

Advanced Services Available

- Command line interface
- Hardware replacement

Additional services are available when proper detailed instructions are provided.

For more information

Contact your dedicated service representative to learn more about CoreSite’s remote hands service.