

Remote Hands

A Helping Hand When You Need It



CoreSite's Remote Hands service provides our customers with access to a team of highly trained in-house operations technicians, available 24x7, to perform a range of emergency and routine technical tasks - eliminating the challenges of remote data center operations. By taking on the installation and management of your colocated data center deployment, CoreSite provides the hands-on data center support so you focus on your core business.

SERVICE CAPABILITIES



CABLING AND WIRING

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



SHIPPING AND RECEIVING ACTIVITIES

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



PHYSICAL LABOR AND ON-SITE ASSISTANCE

- Standby assistance
- Remote or on-site visual verification for troubleshooting
- Basic cleaning or organization of customer space
- Racking and stacking of equipment
- Moving and/or discarding 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, etc.)
- Customer-assisted console access
- Customer remote serial console access to equipment

While we're busy managing our customers' operations, CoreSite is looking after ours. CoreSite's Remote Hands has 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 SSDs, memory, tapes
- Swapping of removable media (USBs, external hard drives, etc.)



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
- Circuit audits and testing



Inventory Auditing and Labeling

- Space layout audit
- Device labeling and space/equipment photography
- Cross connect and cable
- Power deployment and security auditing



Escorted Access

- Escorting vendors or consultants
- Escorting customer personnel to and from the space
- Data center tour support

Additional services are available when proper detailed instructions are provided.

**Find out more.
Click. Call. Write.**



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