



## What you would do if you were there.

When it comes to the day-to-day management of the data center, you can do it yourself, or outsource to STACK's team of professionals. Remote Hands is the business-critical support you need for mission-critical data center uptime and performance. Whether your needs are routine or reactive, our trained data center technicians are on-call, 24/7, to resolve emergencies, run maintenance, or more.

### GET BY WITH A LITTLE HELP FROM YOUR FRIENDS.

STACK's data center experts act like an extension of your team and can be deployed at a moment's notice or on your schedule. It's all up to you. Our suite of services includes everything from the mundane to the technical, including:



**LEVEL 1 SERVICES**

24/7/365

Services performed at the request of clients in their absence and unsupervised.

- Shipping and Receiving: Including packing, labeling, boxing, unboxing, and accepting items (Complimentary to our clients).
- Custodial Services: Remove trash and clean up the cage space.
- Escorted Access: Let us welcome, escort, and observe any guests, including vendors or outside technicians.
- Wire Management: Moving, securing, or terminating cables.
- Rack and Stack: Perform and assist in the rack-and-stack activities for newly arrived equipment that does not require project management oversight.
- Thermal Containment Inspection and Repair Management: We can perform temperature scans and check that hot-aisle containment is working appropriately.
- Equipment Management: Our technicians can connect or disconnect equipment, power cycle according to schedule, move it to storage or cages within the data halls, take digital photos, inspect and operate circuit breakers, swap removable media or provide visual verification of equipment to assess status.



Deeper-level services performed at client request and with appropriate guidance.

- Inventory Inspection: We'll perform inventory audits, label, or verify labeling of equipment.
- Cross-Connect Circuit and LAN Cabling: Including fiber optic (SMF, MMF) CAT6, and coaxial cable troubleshooting in the meet-me-rooms.
- Hardware Component Inspection and Replacement: Our staff will check status servers and other hardware and replace where necessary.
- Cabinet Install and Decommission: Out with old cabinets and in with the new.
- Cable Patching, Signal, Testing: Including error tests, verifying signal, and routing signals.

**LET STACK BE YOUR EYES, EARS, AND REMOTE HANDS ON THE GROUND.**

Just because you can't be there doesn't mean you can't rest assured. See your STACK Client Success team for more information.

**REMOTE HANDS PRICING**

\$175/hour during business hours

\$275 off hours

*Billed in 15 minute increments*

**The Fine Print**

- Technicians available 24/7/365
- All services can be performed on an emergency or on-demand basis depending on client need
- Client is responsible for additional materials required
- Prices and services are subject to change. Contact your client service representative for the latest menu of services and costs.
- Business hours are 8am-6pm local at the facility. All other hours are considered "off hours."