

# Remote Hands

## Data Centre Services

When you choose an Interxion: A Digital Realty company data centre to house your equipment, you can rely on our highly secure facilities with exceptional levels of power availability, redundancy, and connectivity. Our team of rapid response technicians are on the ground to perform a wide range of remote management and troubleshooting tasks to keep your data centre up and running 24/7.

Our Remote Hands\* service allows our customers to maximise their availability and keep their equipment running without the added expense of deploying your own team. This provides you with the onsite engineering force you need: a team of highly skilled and experienced engineers with the physical presence on site, relieving you of the challenge of deploying remote staff and freeing your technicians' time for more strategic applications.

### Why use our onsite support?

- It's fast and cost-effective. Don't wait – and don't pay on-call rates – for your staff or contractors to travel to our site, when our engineers are already there, 24x7.
- It's scalable. Choose from a range of options suited to occasional, regular or emergency requirements.
- It's expert. Benefit from the knowledge of engineers who are very familiar with our data centre environment and highly trained in the latest infrastructure technologies.

# The Interxion Remote Hands service

The Remote Hands service enables customers to leverage our operational staff to carry out routine or emergency support of your equipment in our data centres. They act as a qualified on-site resource for the tasks that need a human presence, including:

## Urgent Work\*\*

- Power cycling of equipment: Perform hard or soft reboots
- Patch cord installation: Install patch cables based on customer direction
- Equipment assistance: Provide visual equipment observations or report on status. Replace module or hard drives.
- KVM assistance: Terminating a keyboard, mouse and monitor to customer equipment in order to provide observations (not beyond password prompt)

## Planned work\*\*\*

- Tape swaps: Tape rotations for backup
- Cross connect infrastructure: Planned maintenance or troubleshooting during customer requested window
- Equipment inventory: Deployment and de-installation of customer equipment
- Auditing: Inventory count and compliance checks
- Dedicated escort: Dedicated technician for supervision

## We are there when you need us

Whether you need urgent work support during office hours or planned non-business hours maintenance, we're there. Our services include specific SLAs established as part of our Remote Hands agreement with you to cover your support requirements. So you know that you can rely on our engineers being there when you need them, keeping your mission-critical equipment running.

## The right plan to suit your needs

We offer various options, based on typical requirements for onsite support:

- **Urgent work** provides cost-effective emergency support, with a technician available within a guaranteed timeframe following notification from your operations team. Urgent work is available to order via the Portal.
- **Planned work** service provides effective regular and pre-scheduled support. It is ordered by the customer on an as-needed basis via the Portal.
- **Subscription package** ordered via the account manager as part of contract term. Grants customer with a set number of hours every month to use as needed. Hours do not carry over to the next month if not used.
- **Service order** ordered by the customer via their Account Manager as part of a larger scope deployments, project-based tasks, addition or relocation of cabinets, or other add-on services.
- **Standby fee** ordered by the Customer as part of their contract term via their Account Manager. Standby services are priced according to a count of cabinets (or cabinet footprints in the case of cages for which no cabinets are leased).

\*Formerly known as "Hands & Eyes" at Interxion

\*\*Formerly known as "Rapid response" at Interxion and covered by the "On Demand" name at DLR

\*\*\*Also known as "Pre-Scheduled Work" at Interxion and covered by the "On Demand" name at DLR

## About Interxion: A Digital Realty Company

Interxion: A Digital Realty Company, is a leading provider of carrier- and cloud-neutral data centre services across EMEA. With more than 700 connectivity providers in over 100 data centres across 13 European countries, Interxion provides communities of connectivity, cloud, and content hubs. As part of Digital Realty, customers now have access to 50 metros across six continents. For more information, please visit [interxion.com/uk](http://interxion.com/uk) or follow us on LinkedIn and Twitter.

## Providing technical support for your data centre - Where and when you need it

Data centre	24/7 Coverage	Business hours
Hanbury Street (LON1-3)	■	
Oliver's Yard	■	
Cloud House & Cloud House West	■	
Sovereign House	■	
West Drayton	■	
Chessington	■	
Redhill		■
Woking		■

- **24/7 Coverage**  
1 hour response during normal business hours  
2 hour response after hours
- **Business hours**  
2 hour response during normal business hours  
4 hour response after hours



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**Cofounder:** Uptime Institute EMEA chapter. **Founding member:** European Data Centre Association. **Patron:** European Internet Exchange Association. **Member:** The Green Grid, with role on Advisory Council and Technical Committee. **Contributor:** EC Joint Research Centre on Sustainability. **Member:** EuroCloud.

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