



## HANDS & EYES

### Onsite technical support

#### HANDS & EYES: YOUR ENGINEERING FORCE

When you choose an Interxion data centre to house your equipment, you can rely on our highly secure facilities with exceptional levels of power availability, redundancy and connectivity.

But making the most of these state-of-the-art facilities can take time and expertise: to correctly install new equipment, to cover basic monitoring, and to respond to faults (which happen even with meticulous preventative maintenance). The smooth running of your business may sometimes depend on access to onsite engineers who can provide a rapid response when the need arises and ensure that your mission-critical infrastructure is available and performing well at all times. Interxion provides onsite technical support services for Customer IT equipment in all of our data centres across Europe. Our Hands & Eyes service 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.

## About Interxion

Interxion (NYSE: INXN) is a leading provider of carrier and cloud-neutral colocation data centre services in Europe, serving a wide range of customers through over 45 data centres in 11 European countries. Interxion's uniformly designed, energy efficient data centres offer customers extensive security and uptime for their mission-critical applications. With over 700 connectivity providers, 21 European Internet exchanges, and most leading cloud and digital media platforms across its footprint, Interxion has created connectivity, cloud, content and finance hubs that foster growing customer communities of interest.

For more information, please visit [www.interxion.com](http://www.interxion.com)

## The Interxion Hands & Eyes service

The Hands & Eyes service from Interxion provides qualified technicians 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:

- Staging, unpacking, packing, shipping
- Installing or moving equipment
- Interface card removal and installation
- Testing of in-house carrier circuits
- Power-cycling of routers, switches and servers
- Soft-booting
- Providing visual verifications to assist remote troubleshooting
- Installing customer-specified structured cabling
- Assembling, installing and maintaining cabling
- Verifying cable integrity
- Extending patch cables to your equipment
- Recycling of cartons and packaging material

## We're there when you need us

Whether you need rapid response, scheduled support during office hours or planned non-business hours maintenance, we're there. Our services include specific SLAs established as part of our Hands & Eyes 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 two options, based on typical requirements for onsite support:

-  Prescheduled service enables you to book work in advance that needs to take place at a specified time during normal business hours.
-  Rapid response service provides cost-effective emergency support, with a technician available within a guaranteed timeframe following notification from your operations team.



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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.

Interxion is compliant with the internationally recognised ISO/IEC 27001 certification for Information Security Management and ISO 22301 for Business Continuity Management across all our European operations.  
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