



# COLOHOUSE REMOTE HANDS.

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**PROVIDING THE SUPPORT YOU NEED**

# COLOHOUSE REMOTE HANDS.

With ColoHouse Remote Hands, you are able to quickly respond to emergencies, reduce travel time to and from our data center, improve equipment uptime and reduce the cost of infrastructure management.

Our Managed Installation and support services mitigate the potential risk associated with both relocating your data center as well as ongoing support. This allows you to stay focused on what matters: your service offering and customers. By providing amenities such as workspace, conference rooms, and 24/7 accessibility, we make sure that you and your team are also able to manage your IT footprint onsite comfortably whenever necessary.

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## HOW COLOHOUSE REMOTE HANDS CAN HELP YOU

ColoHouse's Remote Hands service is available around the clock, and offers a variety of full-service tasks, as requested by you. Below is a list of our most commonly requested activities:

### Cabling

Common tasks performed include cable termination and moving, securing or swapping existing cabling.

### Rack & Stack

Tasks such as installing equipment, moving or discarding boxes or hardware - and cleaning of customer colocation space can be performed.

### Troubleshooting

ColoHouse technicians perform troubleshooting, verify device status or "heartbeat checks", swap equipment, plug-in serial cables, work with you using team viewer and more.

### Connectivity

Functions may range from circuit testing and diagnostics to circuit migrations, IP assignment, signal checks and cable swaps.

### Media Management

ColoHouse will swap tapes, storage media or removable media as well as replace hard drives and burn CD's.

### Inventory & Auditing

Tasks may include full or partial space audits, labeling, photographing colocation space, tracing cross connects or verifying power consumption.

### Access

Customer-authorized vendors and consultants can be escorted to and from colocation space - and monitored until completion. ColoHouse technicians also assist with access requests and lockouts.

### Shipping & Receiving

Packing, labeling, unpacking and inventory of boxes and equipment can be performed at request.

### Storage & Material Management

Technicians will confirm package receipt, place or install shipped equipment in your colocation space - or store your packages in our loading unit.

# COLOHOUSE COLOCATION SUPPORT SERVICES

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