UNLIMITED REMOTE HANDS AND EYES

RagingWire's IT professionals provide expert, hands-on, full-spectrum support for your IT equipment on an unlimited basis.

➤ **Cost Effective.** Augment your IT staff with full Remote Hands and Eyes support for a fraction of the cost of hiring your own. Our low monthly fee is easy on your budget.

➤ **Wide Range of Services.** RagingWire's highly qualified IT professionals perform full-spectrum services from basic troubleshooting tasks to tape swaps to equipment installation in your RagingWire colocation space.

➤ **Any Time of Day.** RagingWire's Network Operations Center is staffed 24x7x365 by IT professionals that are always available for service requests and incident response. Our staff will acknowledge your request in 15 minutes and be in your cage in 30 minutes or less – guaranteed.

➤ **Geographic Independence.** We're here 24x7 so that your staff doesn't have to be. With unlimited Remote Hands and Eyes, there is no need to be physically near your equipment.

RagingWire®
DATA CENTERS

T: 916-286-3000 | info@ragingwire.com

Why Choose Unlimited Remote Hands and Eyes?

On Demand Services

- Cycling power on your equipment
- Visual equipment checks
- Attaching monitor, keyboard, mouse, or consoles to equipment
- Replacing your hardware components with spares / upgrades
- Changing labeled cables
- Rotations of your label media (tapes, CDs)v
- Loading of media (tapes, CDs, DVDs, or USB media)
- Troubleshooting of physical ports, including non-RagingWire provided telecommunication circuits
- Entering commands according to your detailed instructions and relaying system responses
- Executing built-in diagnostics according to your instructions

Scheduled Services

- Upgrading disk drive capacity by installing new or additional drives
- Installing newly received equipment under specific instructions.
- Adding memory cards
- Configuring routers, switches, and other network equipment under specific instructions
- Equipment inventory and labeling
- Cross connect inventory and labeling
- Support during planned, routine style maintenance activities
- Cage/Environment temperature analysis including thermal scans of the environment or equipment in question
- Equipment rack and stack of incremental equipment that requires no more than two engineers and no project management, not to exceed 4 hours in a single day
- Perform other tasks requiring a similar skill level and duration where the activity can be scheduled between you and the RagingWire team in less than 4 hours

Cost Conscious:
A fraction of the cost of overtime and on-call support

Highest Quality:
Trained technicians using the highest quality standards

Accountability:
RagingWire will guarantee it's done right

Comprehensive:
Full range of services available

Flexibility:
Highly trained teams to service your requests

About RagingWire

RagingWire designs, builds, and operates mission-critical, high-availability data centers. With over 650,000 square feet of critical data center infrastructure at its campuses in Northern California and Ashburn, Virginia, the company is recognized as an industry leader and innovator. Our patented power management systems and fault tolerant cooling plant lead the data center market in reliability. RagingWire is unique in the industry in that we deliver a 100% availability service level agreement (SLA) even during maintenance windows. With highly customizable and flexible colocation solutions for both retail and wholesale buyers, a carrier neutral telecommunications philosophy, and unmatched reliability, RagingWire meets the needs of high power density, data intensive, and network-centric enterprises.

RagingWire®
D A T A   C E N T E R S

TAKE THE NEXT STEP.

To learn more about data center solutions from RagingWire, contact us.

Phone: 916-286-3000

Email: info@ragingwire.com

www.ragingwire.com