Remote Hands and Eyes

Our IT professionals provide expert, hands-on, full-spectrum support for your IT equipment.

> **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.** Our highly qualified IT professionals perform full-spectrum services from basic troubleshooting tasks to tape swaps to equipment installation in your colocation space.

> **Any Time of Day.** Our Network Operations Center is staffed 24x7x365 by IT professionals that are always available for service requests and incident response.

> **Geographic Independence.** We’re here 24x7 so that your staff doesn’t have to be. With Remote Hands and Eyes, there is no need to be physically near your equipment.
Why Choose 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)
• Loading of media (tapes, CDs, DVDs, or USB media)
• Troubleshooting of physical ports, including non-NTT 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 our 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:
We will guarantee it’s done right

Comprehensive:
Full range of services available

Flexibility:
Highly trained teams to service your requests