



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.



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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

