Remote Hands

Available across our European and Asian data centre locations with local language support.

When needed most, **expert help** to address remote-site challenges 24/7

Benefits at a glance:	Product features	Examples of 24/7 emergency response activities:	Examples of scheduled tasks:
• Deliver resource efficiencies by freeing your teams to focus on business-critical applications • Reduce time your technicians need to be off-site; reduce travel costs • Remove the need for 24/7 cover and resource planning • Resolve issues quickly • Benefit from our expertise	Remote Hands are delivered according to two main activity types: • 24/7 emergency response • Scheduled tasks	• Pushing a button • Power cycle / reset • Device status observation • Visual inspection • Accompanying visitors • Emergency patching • Incident response	• Fit-out, build, and installation support • In-rack and in-cage structured cabling • Patching to equipment • Media / tape changes • Reception of goods • Inventory services

Delivery of Remote Hands

The service is subscription-based, entitling you to a set quantity of Remote Hands hours, or tasks may also be ordered as one-off activities.

For non-emergency work, we will plan the activity and discuss a Statement of Work. All activities are executed during business hours, unless otherwise agreed.

For installation support, all required materials, hardware, software (including valid licenses) must be at the data centre 24 hours in advance of the planned start time.

Service Assurance

Our Remote Hands service provides local expertise supporting your day-today and emergency activities according to stringent SLAs.

Commercials

In addition to start tariffs, the actual time spent will be rounded according to subscription status. If we agree to perform a task not contained in the Service Table that requires an emergency call-out, a minimum start tariff of 2 hours will apply.

For tickets logged after 16:00 (data centre local time) or non-business days, the non-business hour rate will apply.

Materials provided by us will be charged at supplier list price + 15%. Please see the Remote Hands Service Description and your Colocation Agreement for additional detailed information. Basic details are provided in the Service Table following.

Service Table

Task	Description	Subscription Service Desk Response and Tariff	Non-Subscription Service Desk Response and Tariff	Availability
Pushing a button	Push a button on your equipment	30 minutes; 30 minutes starting tariff, rounded up in 30-minute blocks based on actual completion time	60 minutes; 60 minutes starting tariff, rounded up in 60-minute blocks based on actual completion time	24/7
Power cycling	Turn your equipment on/off using the power	As above	As above	24/7
Reset	Reboot your equipment by pushing the device reset button	As above	As above	24/7
Device status observation	Observe, describe, and/or report on indicator lights or display information on machines or consoles	As above	As above	24/7
Visual check	Take digital photos of rack layouts with smartphones and email if necessary	As above	As above	24/7
Escort visitors	Escort your agents (e.g. equipment vendor support engineers) to/ from your rack/area	As above	As above	24/7
Incident response	Action in accordance with SLA	Response time dependent on remit and when received; 30 minutes starting tariff, rounded up in 30 minute blocks based on actual completion time	Response time dependent on remit and when received; 60 minutes starting tariff, rounded up in 60 minute blocks based on actual completion time	24/7
Media/Tape Changes	Swap media on your equipment, i.e. tapes, CDs, etc. Removed media to be placed within your rack or cage	As above	As above	Business Hours
Cable patching	Connect cables to devices and patch panels within your rack or cage (not cross connect service). You supply details of which ports are to be connected	As above	As above	Business Hours
Reception of Goods	Receipt of goods on your behalf, including an external visual inspection of the packaging (no opening of packages) and checking the number of parcels received	As above	As above	Business Hours
Installation Support	Implementation of new orders (from rack installation to racking and de-racking of hardware)	As above	As above	Business Hours

100% Carrier Neutral Data Centres

Belgium
Colt Brussels Data Centre

Denmark
Colt Copenhagen Data Centre

France
Colt Paris North Data Centre
Colt Paris South West Data Centre

Germany
Colt Berlin Data Centre
Colt Frankfurt City Data Centre
Colt Hamburg Data Centre

Hong Kong
Colt Hong Kong Data Centre

India
Colt Mumbai Data Centre

Italy
Colt Milan Data Centre

Japan
Colt Osaka Data Centre
Colt Tokyo Shiohama Data Centre
Colt Tokyo Inzai Data Centre
Colt Tokyo Inzai Data Centre Two
Colt Tokyo Otemachi Data Centre

Netherlands
Colt Amsterdam South East Data Centre
Colt Rotterdam Data Centre

Singapore
Colt Singapore Data Centre

Spain
Colt Barcelona Data Centre
Colt Madrid Data Centre

Switzerland
Colt Zurich Data Centre

United Kingdom
Colt London City Data Centre
Colt London West Data Centre
Colt London North Data Centre

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Colt Data Centre Services

@ColtDataCentres

Colt Data Centre Services

In today's world, great businesses must be secure, resilient, scalable and above all - connected.

At Colt Data Centre Services this is our business. Colt Data Centre Services offers flexible and affordable colocation and IT infrastructure solutions. Our connectivity and colocation solutions allow our customers freedom to plan effectively for the growth of their business, knowing that their data centre strategy is future-proof.

We operate 24 state-of-the-art data centres across Europe and Asia Pacific, offering 24/7 security and local language support. We are connected to a further 530+ third party data centres across our network and are able to offer private links into the major public cloud providers.

As the only data centre provider in the world to secure the highest M&O certification by the Uptime Institute, our operational standards are recognised as industry-leading.

Colt Data Centre Services has over 20 years' experience in designing, building and operating energy-efficient, reliable data centres - hosting significant financial, media, corporate and cloud wholesale providers across the world.

Accreditations
ISO 27001
ISO 14001

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