tierpoint

TierPoint Remote Hands Services

We are there when you can't be.

TierPoint's Remote Hands service allows you to delegate IT management and maintenance tasks in the data center to a team of qualified on-site technicians and engineers. Our teams have the skills and resources to support a variety of tasks allowing you to minimize on-site support requirements of your IT staff enabling them to focus on other strategic projects.

Service Features

TierPoint clients can easily open a request for Remote Hands service through the TierPoint Portal. Our teams can assist with a wide variety of activities, including:

Power and Status Check

- Power cycling of equipment
- Installing and re-running power cable connections
- Soft reboots and server reboots
- Power circuit readings
- Switching and button commands

Cabling and Connectivity

- Network patch cable management
- Installing and re-running network connections.
- Securing cable connections
- Managed internet - network availability and monitoring

Physical Labor and On-site Assistance

- Basic or advanced escorted access for customers or vendors
- Inventorying boxes and equipment

Equipment Management

- Exchange client portable media, USB, CDs, tapes
- Swapping out failed equipment
- Remove and replace "hot swappable" equipment (HDDS, power supplies, etc.)
- Racking, stacking and cabling assistance
- Toggle switching or setting a dip switch
- Technical troubleshooting of equipment
- Basic command prompts

Reporting and Labeling

- Provide hardware product information
- Data collection for customer documentation
- Reporting on indicator light status of visual alerts
- Report physical conditions of equipment and data center
- Environment monitoring

"One of the things TierPoint provided us was a really good modern infrastructure as well as hands on services so that we can use people remotely to go check on things... TierPoint services have helped us enormously because they consistently work they are consistently available."

- Peter Garlock, Port of Seattle

REMOTE HANDS SERVICES	Billable[1]	Non-Billable
Advanced escorting (required to remain with client, contractor, vendor for extensive period of time, hours, etc.)	●	
Technical trouble shooting	●	
Attaching a crash cart or console and reporting what appears		●
Basic escorting (not required to stay with client, contractor, vendor)		●
Collecting information for customer documentation (inventory documents or Visio creation)	●	
Data Center evironment monitoring		●
Exchanging client portable media, USB, CDs, Tapes (single occurrence, daily or monthly scheduled tasks)	●[2]	●[2]
Installing and/or re-running power or network cable connections (within customer cabinets)	●	
Labeling single piece of equipment for customer		●
Labeling multiple pieces of equipment for customer	●	
Network patch cable management and securing cable connections	●	
Observation of equipment functionality		●
Other physical layer type activities as agreed upon	●[2]	●[2]
Power-cycling of equipment or soft reboot (performed via keyboard when possible)		●
Pressing a button or flipping a switch		●
Providing hardware information such as a serial number		●
Providing inventory of customer equipment	●	
Providing power circuit readings		●
Racking, stacking and cabling assistance	●	
Reporting indicator light status or visual alerts		●
Reporting physical conditions within the data center		●
Running a single, built-in diagnostics command (Maximum 15 minute activity to just provide a simple status)		●
Remove and replace "hot swappable" equipment (hard drives, power supplies or other components)	●[2]	●[2]
Swapping out failed equipment	●	
Switching a toggle or setting a dip switch	●[2]	●[2]
Managed Internet - network availability and monitoring		●
Taking pictures of cabinets / cabinet contents		●
Typing basic commands on a keyboard		●
Visual verification/reseating of physical cable connectivity to specific pieces of equipment		●

NOTE: All Remote Hands services require a signed Release of Liability
Non-Billable Services are inclusions with TierPoint Data Center service supscriptions and do not count towards reported Billable Remote

(1) SOW may be required prior to any billable services being completed; billable hours may be allocated towards monthly "pre-paid" subscription of Remote Hands services or applied as a one-time occurance.
(2) Services may be billable depending on access to equipment, overall scope, SOW, frequency and level of effort required to complete request.

Let us help you manage your data center infrastructure with Remote Hands. Call **844.267-3687** or email **sales@tierpoint.com** or visit **tierpoint.com** to learn more.

About TierPoint

A leading national provider of hybrid IT solutions, TierPoint helps organizations drive performance and manage risk. No U.S. provider comes close to matching TierPoint's unique combination of thousands of clients; more than 40 edge-capable data centers and 8 multitenant cloud pods coast to coast; and a comprehensive portfolio of cloud solutions, colocation, disaster recovery, security and other managed IT services. With white-glove customer service, TierPoint professionals customize and manage agile solutions that address each client's unique needs.

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