

# REMOTE HANDS SERVICES



We'll be there when you can't! Manage your hosted environment and maximize operational uptime by utilizing Nothing But NET's Remote Hands service.

## Extend the Reach of Your Offsite IT Staff through a Remote Hands Service

Nothing But NET Remote Hands allows customers to manage/outsouce their business operations and maximize uptime within a Nothing But NET serviced data center facility by utilizing Nothing But NET's technical resources. Nothing But NET Remote Hands provides a wide range of support, whether you require technical assistance within a Nothing But NET supported data center or from a remote location. Nothing But NET is equipped to offer a full scope of services to be there when you can't. Nothing But NET technicians are trained to be the eyes and hands for management of your infrastructure.

### Nothing But NET Remote Hands tasks:

- On-site technical assistance
- Equipment installations
- Interface card removal and installation
- Take inventory of equipment, recording digital pictures and recording serial numbers
- Move equipment within your space and cabinets
- Install, replace or remove equipment, such as a router, switch card, disk drive, memory, etc.
- Assist with uncrating equipment from boxes and ship replaced equipment
  - Visual inspection of devices to assess equipment status
  - Viewing of monitors and report of screen data back to the customer.
  - Rebooting routers, servers, or other customer equipment
  - Miscellaneous hardware upgrades (hard drives changes, power supplies, etc...)
  - Replace internal/external hard drives,
  - Replace RAID cards and BBU's,
  - Add hard drives, RAM, and CPU
  - Change power supplies
  - Swap network and/or power cables.
  - Listening to fans, auditory support for troubleshooting hardware.
  - Plugging/unplugging of network cables to support customer's troubleshooting
  - Re-seating or replacing components that are hot-swappable and modular
  - Rotation of media (e.g. tapes) on a daily, weekly, monthly basis—

### Service Level Objective:

- 24x7 staffed (location coverage may vary)
- Response Time – 1 Hour (More complex requests may take longer)
- Scheduled Maintenance available

### How to Sign Up for Remote Hands Service

For the quickest processing, please call our Corporate Office at:

**480-222-6020**

You may also:

Call the Nothing But NET Helpdesk:

**480-222-6025**

Or email Nothing But NET:

[sales@nbnaz.com](mailto:sales@nbnaz.com)

Contact your Implementation Manager

For Trouble tickets, please call the Nothing But NET Helpdesk.