



EMEA

# Remote Hands services

Effectively extend the reach of your IT staff

NTT's Remote Hands services offer you **the security and flexibility you need to manage your IT infrastructure.**

Our trained technicians are on-site to execute important IT tasks – **fast and reliably.**

## NTT's Remote Hands services

### Optimize your IT management

Our data centers provide a secure and highly protected environment. Once the hardware is set up you may not want to keep your own technician on-site. As a service provider, we carry out all core tasks of technical and infrastructural management for high-availability data centers. This not only includes technical management and maintenance, but also a range of on-site support services, with which we can support you from the relocation to the daily management of your spaces.

Especially, when it comes to on-site actions it has proven to be helpful to make use of trained technicians on-site acting as your eyes and hands. They execute your regular maintenance tasks, support your every-day work, and simplify issue handling.

### Remote Hands services

You can easily book and coordinate your Remote Hands tasks through our client portal. They may include tasks such as:

- Visual checks
- Handling of hardware, cables and packaging
- Support with deliveries
- Support with documentation

### Your benefits at a glance

- Service provided by trustable, skilled technicians
- Documentation according to your standards
- Guaranteed response time depending on the booked option
- Available on-site as »Standard« service during business hours, »Plus« service covers your needs 24/7
- Flexible service packages available

With our **24/7 Remote Hands services** you keep your operational uptime at a maximum.

Additional service	Reaction time	Service times	Response time
<b>Remote Hands</b> Standard	Within 24 business hours	Business hours	60 minutes
<b>Remote Hands</b> Standard scheduled	Within business hours (lead time > 24 hours)	Business hours	60 minutes
<b>Remote Hands</b> Plus (24/7)	Within 24 clock hours	24/7	30 minutes

**Business hours** are defined as Monday to Friday between 9am and 5pm, excluding public holidays.

**Service time** is the time in which the service is executed.

**Response time** is the time from receiving the service request provided by the client and NTT Global Data Centers EMEA confirming/declining resource availability. Once resourced is confirmed the start time will commence.

**Reaction time** is the time window when work will begin on the service request, once resource has been confirmed in the given Response time.

### Why NTT Global Data Centers EMEA?

Our global platform is one of the largest in the world. NTT is recognized as a Leader by IDC in the Worldwide Colocation and Interconnection Services MarketScape, spanning more than 20 countries and regions including North America, Europe, Africa, India and APAC.

As a neutral operator, we offer access to multiple cloud providers, a large variety of internet exchanges and telecommunication network providers including our own IPv6 compliant, Tier 1 global IP network. Our clients benefit from tailored infrastructure and experience consistent best practices in design and operations across all of our reliable, scalable and customizable data centers.

We're a signature partner of the Climate Neutral Data Centre Pact, committed to becoming climate neutral by 2030 as part of the »European Green Deal«.

### Scope of work examples

- Performing visual checks to confirm operational status of hardware
- Power cycling and push button activities
- Patching cables
- Tracing cables and reseating connections
- Testing of copper and fibre cables
- Affixing labelling to equipment and cabling
- Insertion and removal of client provided hot-swappable media and components
- Supporting documentation and administration activities relating to off-site media providers
- Relocation, storage and/or unpacking of incoming deliveries, including the removal of packaging material
- Facilitating outbound shipments
- Racking of hardware

### NTT Global Data Centers EMEA's services at a glance

- **Connectivity services:** all of our data centers offer redundant Carrier-Meet-Me-Rooms (CMMR) and inter-connection platforms. This provides you with the benefits of our extensive interconnection ecosystem.
- **Cloud Connect services:** our Multi Service Interconnection Platform enables you to directly connect to all global IT and cloud service providers in all our data centers.
- **On-site service:** Remote Hands and installation services are available upon request.
- **Operational reliability:** backed by years of experience as well as our track record of compliance with the highest levels of operational safety for data centers.