

# Telehouse Europe Remote and Smart Hands Services

24/7 onsite support when you need it

## We are here to support you

At Telehouse we provide the highest level of technical support for our customers 24 hours a day, 365 days a year. Our team of engineers can deliver support services to help you maintain business continuity, and meet your business goals.

We remain one of few data centre operators to include an element of Remote Hands services free of charge within our colocation contracts and we are committed to continuing to provide these services for the foreseeable future.



**Highly skilled engineers**



**Expert support**



**Maintain continuity**



**Support when you need it**



**Quick & efficient**



**Ease of booking**

Our Basic Remote Hands Service is included in your Telehouse colocation contract as standard, and our Smart Hands Service is charged at an hourly rate.

[www.telehouse.net/onsite-support](http://www.telehouse.net/onsite-support)

## Remote Hands Service

The Remote Hands Service is included in the annual Telehouse fees, and includes the following services:

- Equipment fault investigation
- Software configuration
- Third party fault investigation
- Install, replace, or remove like-for-like equipment
- Equipment hard resets/reboots
- Equipment soft resets/reboots
- Basic system troubleshooting
- Move and re-patch cabling

To find out more about our Remote Hands Service, email [sales@uk.telehouse.net](mailto:sales@uk.telehouse.net) or call 0207 512 0800

## Smart Hands Service

The Smart Hands Service is an enhanced onsite technical support service subject to an hourly fee. In addition to the Remote Hands Service, support will include:

- Third party new circuit connection
- Installation of new equipment
- Configuration changes to equipment
- Equipment audits
- Photograph equipment
- Uninstall equipment and prepare for shipment
- Assistance for approved visitors
- Install/connect new patch leads
- Label equipment and install cables
- Equipment collection
- Advanced system troubleshooting

To add a Smart Hands Service to your existing contract, call 0207 512 0800



# Get in touch today

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