

# **Remote Hands**

### **Data Center Services**

# Technical support 24-hours a day, every day

Digital Realty's Remote Hands Services are supported by a qualified team of rapid response, 24/7 on-site technicians. They're on the ground in your data center where they can perform a wide range of remote management and troubleshooting tasks to keep your data center up and running.

Our technicians are there to serve as an extended member of your in-house team of experts to help deliver the highest standard of performance for your needs. Whether you're a financial services company, a cloud or content provider, or an established enterprise, our Remote Hands technicians will work with you to meet your business demands. We understand how important your data center is to your business; allow our highly trained technicians to take care of your needs 24/7/365.

#### **Services**

Services are available as urgent or planned in advance via the customer portal. Projectspecific and subscription plans are available at discounted rates.

#### **Examples of Urgent Work Service:**

- One Time Tape Swaps: Tapes for backup systems are changed on request
- **Power cycling of equipment:** Perform Hard Reboots or Soft Reboots
- Patch Cord Installation: Install patch cables based on customer direction

- Equipment Assistance: Assist with transport of large pieces of equipment within the data center
- **KVM Availability:** Provide screen outputs before and after reboots

#### **Examples of Planned Work Service\*:**

- Cross Connect Infrastructure: Install temporary loopbacks to verify physical media continuity from provider demarcation panel to the customer premises hand-off
- Equipment Inventory: Detailed rack elevation drawings can be provided
- **Deployment:** Rack & Stack of equipment and structured cabling installation
- **Pre-Scheduled Event Support:** On-site support for maintenance windows and other planned events
- **Recurring Events:** Schedule routine events such as daily/weekly/monthly tape swaps versus opening a new service request each time

#### The Digital Realty Service Commitment

Digital Realty's Remote Hands Services are available onsite when you are not. Remote Hands allows you to maximize availability and keep your equipment running without the added expense of deploying your internal team. Have Digital Realty partner with your team to provide the quality of on-site service you would expect from the leading data center provider.

#### 24/7/365 Technical Support

U.S. +1 877 357 7782 Australia +61 383611501 Japan +81 726 299 066

Email GCC@digitalrealty.com

Europe +00800 7711 9500 / +44 203 457 3928 Singapore +65 65053912 Hong Kong +852 22817502

\*Please note, for larger scope deployments, project-based tasks, addition or relocation of cabinets, or other add-on services, customer should contact their account team to create a service order. This includes new space, power, connectivity pathways, value and add-on service requests. Remote Hands - formerly known as "Hands & Eyes" at Interxion. Urgent Work - formerly known as "Rapid Response' at Interxion and "On Demand" at DLR. Planned Work - formerly known as "Pre-Scheduled Work" at Interxion and "Scheduled Service" at DLR

#### Providing Technical Support for Your Data Centers - Where and When you Need it

Digital Realty's Customer Service Center provides trained technicians who can support your customers' data center operations 24/7 at locations around the world. Service requests are rapidly acknowledged and technicians have guaranteed response times to begin work.

#### 24x7 Coverage

**Business Hours** 

<1-Hour response time during normal business hours <2-Hour response time after hours

# <2-Hour response time during normal business hours</p><4-Hour response time after hours</p>

Remote

<6-Hour response time to requests

### North America

Europe

Atlanta       56 Marietta Street         Atlanta       250 Williams Street         Austin       7500 Metro Park         Boston       128 Ist Ave/105 Cabot St         Boston       55 Middlesex Tpk         Charlotte       113 N. Myers         Chicago       350 E. Cermak         Chicago       600 S. Federal Street         Dallas       2323 Bryan Street         Dallas       8435 N Stemmons Fwy         Dallas       8435 N Stemmons Fwy         Dallas       8435 N Stemmons Fwy         Dallas       8436 N Stemmons Fwy         Dallas       8440 Marsh Lane         Houston       Houston Campus         Dallas       600 W. 7th Street         Miami       36 NE 2nd Street         N. Virginia       Loudoun Campuses         N. Virginia       Loudoun Campuses         N. Virginia       Lafayette Center Drive         N. Virginia       1780 Business Center Dr         New Jersey       100 Delawanna Avenue         New Jersey       300 JFK Blvd         New York       60 Hudson Street	Market	Address	24x7 Coverage	Business Hours	Remote
Austin       7500 Metro Park         Boston       128 1st Ave/105 Cabot St         Boston       55 Middlesex Tpk         Charlotte       113 N. Myers         Chicago       350 E. Cermak         Chicago       600 S. Federal Street         Dallas       2323 Bryan Street         Dallas       2323 Bryan Street         Dallas       8435 N Stemmons Fwy         Dallas       Richardson Campus         Dallas       2440 Marsh Lane         Houston       Houston Campus         Los Angeles       2260 El Segundo         Los Angeles       2600 W. 7th Street         Miami       36 NE 2nd Street         N. Virginia       Lafayette Center Drive         N. Virginia       Lafayette Center Drive         N. Virginia       1780 Business Center Dr         New Jersey       100 Delawanna Avenue         New Jersey       30 JFK Blvd         New York       111 8th Avenue         New York       113 8th Avenue         New York       113 8th Avenue         New York       60 Hudson Street	Atlanta	56 Marietta Street			
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Toronto     1 Century Place       Toronto     151 Front Street	Silicon Valley	Santa Clara Campus			
Toronto 151 Front Street	Seattle	Westin Building			
	Toronto	1 Century Place			
Toronto 371 Gough Road	Toronto	151 Front Street			
	Toronto	371 Gough Road			

Market	Address	24x7 Coverage	Business Hours	Remote
Amsterdam	Science Park Campus			
Amsterdam	Schiphol Campus			
Athens	Athens Campus			
Brussels	Brussels Campus			
Copenhagen	Copenhagen Campus			
Dublin	Grange Castle Business Park			
Dublin	Park West Industrial Estate			
Dublin	Blanchardstown Corporate Park			
Dublin	Profile Park			
Dusseldorf	Dusseldorf Campus			
Frankfurt	Lyoner Strasse			
Frankfurt	Osten Campus			
London	Fountain Court, Chessington			
London	Goldsworth Park Trading Est, Woking			
London	Foxboro Park, Redhill			
London	Docklands Campus			
London	City Campus			
London	West Drayton			
Madrid	Madrid Campus			
Marsielle	Marsielle Campus			
Paris	Paris Campus			
Stockholm	Stockholm Campus			
Vienna	Vienna Campus			
Zagreb	Zagreb Campus			
Zurich	Zurich Campus			

## Asia/ Pacific

Market	Address	24x7 Coverage	Business Hours	Remote
Hong Kong	11 Kin Chuen Street			
Hong Kong	33 Chun Choi Street			
Melbourne	Deer Park Campus			
Osaka	Osaka Campus			
Seoul	Seoul Campus			
Singapore	29A International Business Park			
Singapore	3 Loyang Way			
Singapore	11 Loyang Close			
Sydney	Templar Road Campus			
Tokyo	Inzai Campus			

#### **About Digital Realty**

Digital Realty brings companies and data together by delivering the full spectrum of data center, colocation and interconnection solutions. PlatformDIGITAL®, the company's global data center platform, provides customers with a secure data meeting place and a proven Pervasive Datacenter Architecture (PDx®) solution methodology for powering innovation and efficiently managing Data Gravity challenges. Digital Realty gives its customers access to the connected data communities that matter to them with a global data center footprint of 300+ facilities in 50+ metros across 28 countries on six continents.

To learn more about Digital Realty, please visit digitalrealty.com or follow us on LinkedIn and Twitter.

#### Disclaimer

The information in this document ("Information") is meant to provide indicative information on current and future available capacities by Digital Realty Trust LP or any of its affiliates (hereinafter, "Digital Realty") for the provision of data center services. The Information provided (including but not limited to any pricing, terms and conditions, capabilities, product/ technical information) is subject to changes or updates without any obligation on the part of Digital Realty to provide notice thereof. Digital Realty presents this Information "as is" and makes no representations or warranties about the accuracy or suitability of this Information and accepts no liability of any nature resulting from reliance upon the Information . Digital Realty's obligations with respect to any products and services provided to you are governed solely by the signed agreements under which they are provided.