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. Project-specific 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

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

Business Hours
<2-Hour response time during normal business hours
<4-Hour response time after hours

Remote
<6-Hour response time to requests

North America

Market	Address	24x7 Coverage	Business Hours	Remote
Atlanta	56 Marietta Street	■		
Atlanta	250 Williams Street	■		
Austin	7500 Metro Park		■	
Boston	128 1st Ave/105 Cabot St		■	
Boston	55 Middlesex Tpk		■	
Charlotte	113 N. Myers			■
Chicago	350 E. Cermak	■		
Chicago	Franklin Park Campus		■	
Chicago	600 S. Federal 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	600 W. 7th Street		■	
Miami	36 NE 2nd Street		■	
N. Virginia	Loudoun Campuses	■		
N. Virginia	ACC Campus		■	
N. Virginia	Lafayette Center Drive			■
N. Virginia	1780 Business Center Dr			■
New Jersey	100 Delawanna Avenue	■		
New Jersey	2 Peekay Drive	■		
New Jersey	3 Corporate Place	■		
New Jersey	300 JFK Blvd		■	
New Jersey	365 S Randolphville		■	
New York	111 8th Avenue	■		
New York	60 Hudson Street	■		
New York	32 Ave of the Americas		■	
New York	80 Merritt Boulevard		■	
Oakland	720 2nd Street		■	
Phoenix	2121 South Price	■		
Phoenix	120 East Van Buren		■	
Portland	3825 NW Aloclek Place	■		
San Francisco	365 Main Street	■		
San Francisco	200 Paul Avenue	■		
Silicon Valley	Santa Clara Campus	■		
Seattle	Westin Building	■		
Toronto	1 Century Place		■	
Toronto	151 Front Street		■	
Toronto	371 Gough Road			■

Europe

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**.