

Manage your colocation infrastructure and maximize operational uptime within a CyrusOne data center by utilizing CyrusOne Smart Hands service.

Extend the Reach of your operational staff by leveraging CyrusOne Smart Hands Services

CyrusOne Smart Hands allows customers to manage/ outsource their IT business operations to CyrusOne's highly acclaimed technical resources known for best in class service. CyrusOne's highly trained and experienced data center technicians provide a wide range of remote management, custom installation and troubleshooting assistance 24 hours a day, 7 days a week, 365 days a year.



CyrusOne Smart Hands tasks include:

- Escort client's customer and visitors in CyrusOne facilities
- Visual inspection and verification of equipment
- Assist with uncrating equipment from boxes
- Rack/unrack equipment as per customer instructions
- Cabinet install and decommission
- Install, maintain and troubleshoot cabling
- Perform an on demand inventory of customer specified equipment or items.
- Label customer equipment as described in the ticket details.
- Replace hardware components with spares/upgrades
- Rotate tapes/exchange tapes
- Troubleshooting customer equipment using local KVM (Keyboard, Video and Mouse), enter commands according to detailed instructions and relay system responses
- Reboot/power cycle server, router or other equipment on site when required
- Inspection, acceptance, notification and storage of incoming shipment

Service Level Objective:

- Technicians available 24/7/365
- Urgent priority tickets acknowledged within 15 minutes with hands on response within 1 hour. Response times for all other priorities vary according to priority level.
- Scheduled services response times may vary depending on scope of work