

Smart Hands & Network Services



SMART HANDS

CyrusOne offers remote assistance for customer network environments using highly trained and experienced data center technicians who can perform a variety of tasks for customers for remote management and troubleshooting. Smart Hands services includes equipment and cable troubleshooting, device support such as rack and unrack, swappable hot part replacements, and power cycling. In addition, tape handling, power monitoring, shipping and receiving, and rack, cabinet, and cage management is also offered.

Device Support

Includes three areas of support including:

- 1. Rack and Unrack** - Based on customer instructions, CyrusOne will gather needed materials, place device in specified position on rails in cabinet, and run cables to patch panel, connect to network device, and connect to power strip.
- 2. Hot Part Replacement (Swappable)** - CyrusOne assist when a component of a device (e.g., hard drive) can be removed or installed without powering down that device. Customer provides instructions and materials (incl. shipping labels). CyrusOne will check if part is available and retrieve from storage, remove specified component, insert new component, and then prepare old component for shipping to manufacturer.
- 3. Power Cycling (Reboot)** - CyrusOne locates the device and then proceeds with power cycling of device.

Tape Handling

CyrusOne rotates the tape in use by ejecting the current tape, sending/receiving tape, and loading the new tape.

Rack, Cabinet, and Cage Management

CyrusOne will install power strips (prep cabinet, power up and label), and install and set-up cabinets (prep cabinet and install, power up and label).

Power Monitoring

CyrusOne provides real-time monitoring and notification which includes power whip usage monitoring and customer notification and reporting of over or under utilization.

Shipping and Receiving

Logistics support to receive, visually inspect, transport, secure and check-in/check-out equipment.

Troubleshooting

CyrusOne provides onsite eyes and hands to examine your equipment, assist in problem determination, and make recommendations for solutions. In addition, troubleshooting services can perform cable continuity tests to analyze if there are faults in the fiber or copper cables.

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NETWORK SERVICES

In addition to IP Bandwidth, customers can connect across multiple CyrusOne facilities and telecom carrier hotels to enable nationwide interconnection between metro-enabled sites at no cost for ports or circuits. City to city connections are delivered thru high speed wholesale connections either via MPLS or Optical Waves.

Customers can configure a virtual on-net platform from a multitude of carriers and providers to achieve optimal fit and low cost interconnection.



Internet Connectivity

IP Bandwidth includes high availability multi-carrier infrastructure platform service with 24x7 real-time monitoring and alerting. It also includes utilization reporting.

Site-to-site Interconnection

Interconnect includes high availability site-to-site interconnect IP service for Disaster Recovery Solution for hot/warm site, 24x7 real-time monitoring and alerts as well as utilization reporting.

CyrusOne National IX (Internet Exchange)

IP Bandwidth & Interconnect includes high availability Internet Exchange combined with site-to-site interconnect IP service, high availability multi-carrier infrastructure platform service, and 24x7 real-time monitoring and alerting, including utilization reporting.

**Talk to your CyrusOne Sales rep today about CyrusOne's Smart Hands & Network Services
Call Today! 1 (866) 297-8766**