

# REMOTE HANDS & PROFESSIONAL SERVICES

WE LIVE AND BREATHE INFRASTRUCTURE SO YOU DON'T HAVE TO. IT'S OUR PASSION. IT'S OUR LIFE'S WORK.

For over 17 years, industry-leading companies have put their trust in ServerCentral to design and manage their mission-critical infrastructure.

Whether it's Colocation, Dedicated Infrastructure, Managed Services, Public, Private, or Hybrid Cloud/Virtualized solutions, we believe there is one right answer for your infrastructure: your answer.

To support these infrastructure services we provide our customers with 24/7/365 hands on, onsite support by sys admin-level technicians. ServerCentral customers always talk to an expert that can solve your problem - not a customer service representative.

We take support very seriously: Our average support ticket response time is 15 minutes or less in our Chicago-area facilities.

To further assist our customers, we offer a wide range of services including:

## REMOTE HANDS

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- Operating system installation
- Server installation
- Remote server reboot
- Console remote reboot with disk check, up to 30 min.
- Physical server reboot
- Drive replacement
- Memory installation
- Physical hardware replacement
- Quick network reconfiguration
- Cabinet installation
- Cabinet visual inspection
- Infrastructure inventory report (CPE)
- Infrastructure inventory report (SCP)
- Shipping / receiving (including packing and unpacking)
- Carrier cross connect installation
- Infrastructure cross connect installation
- Cloud cross connect
- Cable management guides / maps
- Cable labeling
- Biometric security installation
- Drive destruction
- Circuit performance testing
- KVM configuration
- KVM installation
- PDU installation
- PDU testing
- PDU replacement
- Tape swap

## DATA CENTER MIGRATIONS

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- Asset inventory
- Migration project planning
- Migration project management
- Physically execute data center migrations

## AUDIT/COMPLIANCE SUPPORT

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- SSAE-16 SOC 1/ISAE 3402
- AT-101 SOC 2 and SOC 3
- PCI DSS
- HIPAA
- Corporate risk management
- Insurance surveys

## INFRASTRUCTURE DESIGN

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- Network core design
- Network core development
- Network core implementation
- Network core management & administration
- Rack layout design / elevations
- Cabinet layout design / elevations
- Structured cabling design
- Structured cabling implementation

## SYSTEMS ADMINISTRATION

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- Administrator password resets
- Storage system design (SAN)
- Storage system setup (SAN)
- Storage system management & administration (SAN)
- Storage system design (NAS)
- Storage system setup (NAS)
- Storage system management & administration (NAS)
- Storage system design (DAS)
- Storage system setup (DAS)
- Storage system management & administration (DAS)
- Firewall installation
- Firewall configuration
- Firewall management & administration
- Load balancer installation
- Load balancer configuration
- Load balancer management & administration
- Backup system design
- Backup system setup
- Backup system management & administration
- Advanced system monitoring

## NETWORK ENGINEERING

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- Network architecture design
- Network architecture development
- Network architecture implementation
- Network architecture management & administration
- VLAN design
- VLAN development
- VLAN implementation
- VLAN management & administration
- Switch installation
- Switch configuration
- Switch management & administration
- Router installation
- Router configuration
- Router management & administration
- Network protection design
- Network protection development
- Network protection implementation
- Network protection management & administration
- BGP community assignments
- BGP community management & administration
- DDoS mitigation services (network)
- DDoS mitigation services (applications)
- Network migration project planning
- Network migration project management
- Physically execute network migrations
- DWDM network design
- DWDM network management & administration

## PRICING

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Remote Hands Pricing\*:

15 minutes	<b>\$50</b>
30 minutes	<b>\$100</b>
45 minutes	<b>\$150</b>
1 hour	<b>\$200</b>

Data center migrations, audit / compliance engagements, infrastructure design, systems administration and network engineering pricing is provided on an individual case basis. This enables us to provide our customers with accurate up-front pricing directly in-line with the desired scope of the request / project.

\* Multiple hour and monthly remote hands blocks are also available.