Cyxtera™

Gold Support Service

Providing You with the Remote Hands Support You Require

In today's environment, organizations of all types are required to stretch their IT budgets as far as possible. Meanwhile, their IT staffs are required to address a growing range of day-to-day maintenance requests, while balancing such requests with longer-term strategic initiatives and projects. In such an environment, either turn-around times on day-to-day requests or project deadlines for strategic initiatives are bound to suffer.

With Gold Support service, we can help you restore focus on strategic IT initiatives, by managing routine remote hands services, such as server reboots, telecommunications support, rack and stack, OS loads, and tape back-ups on your organization's behalf.

GOLD SUPPORT OPTIONS

- **Prepaid Gold Support Monthly Option:** This option may be purchased in any increment that you prefer. Once your monthly commitment is utilized, you can continue to receive additional support at Ad-Hoc Gold Support rate. This option is ideal for organizations that have routine monthly maintenance activities, and could benefit from Cyxtera's ongoing support. Any hours not consumed by the end of the month are relinquished and will not roll over to subsequent months.

- **Prepaid Gold Support Project Option:** This option may be purchased in any increment that you prefer. Hours that are not consumed in a calendar month are forwarded to the next month until completely consumed. Once your commitment is utilized, you can continue to receive additional support at Ad-Hoc Gold Support rate. This option is ideal for organizations that have internal fiscal policies that require a purchase order execution in order to secure services.

- **Ad-Hoc Gold Support:** This support option may be requested on a "one-off" basis, and is not scheduled ahead of time. This option is suited to organizations that would like to have Cyxtera support them on as-needed basis.

With these options, Gold Support can help your organization maintain IT staff productivity and manage travel costs, by eliminating trips to the data center for certain everyday activities. You also benefit from Cyxtera's expertise in handling support requests for organizations of all sizes, across a broad range of industries.

DATA CENTER STATISTICS

Maintains Your Focus and Augments Your Staff:
Gold Support Services permit you to focus on strategic initiatives and projects, while Cyxtera handles everyday maintenance requests.

Enhances your Productivity:
By having Cyxtera manage your maintenance activities, your staff can reduce the number of trips to Cyxtera data center locations thus freeing them up to perform other activities.

Keeps Costs Manageable:
Three convenient billing options are available to accommodate your organization's customized needs.

Provides Access to Expertise:
Gold Support Services are managed by IT Infrastructure professionals, who have the experience and knowledge that is based on performing maintenance activities on a daily basis. These resources are available on a 24/7 basis.

GOLD SUPPORT SERVICE ELEMENTS

Gold Support provides you with a broad range of support services that include the following:

- Server Re-Boots, Racks-and-Stacks and Equipment Builds
- Operating System (O/S) Loads
- General Network and System Trouble-Shooting
- Approved Coordination with Third-Party Vendors
- Tape Back-up Support
- Cable Management
- Cage Visio Drawings
- Oversight and compliance management of customer vendor work

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For more detailed information about the activities that are included with Gold Support, please request a copy of our Service Guide from your Account Executive.