Remote Hands

On-site and real-time support from an expert technical team

With Cyxtera Remote Hands, our expert technical team become an extension of your IT staff, available around the clock 24/7 to perform routine scheduled services or to respond to urgent or unexpected needs.

Be in control, from anywhere

Utilize Remote Hands for troubleshooting, rack and stack projects, audits of your infrastructure, or to inspect project milestone progress. Remote Hands services are available in select cities (engage your account team for further details).

Remote Hands support from Cyxtera provides:

Around the clock support
for your routine and unexpected technical service and maintenance needs.

Access to experts
with the right certifications, experience, and tools to get the job done.

Reduced cost and increased efficiency
eliminate trips to the data center, reduce errors, and safeguard potential downtime.

From server reboots to hardware installations and upgrades, Remote Hands handles routine services, including troubleshooting, rack and stack of equipment, OS loads, tape back-ups, and much more.

Benefits of remote hands

Maintain focus
Focus on strategic initiatives and projects while Cyxtera handles everyday maintenance requests.

Enhance productivity
Eliminate trips to Cyxtera data center locations, freeing up your staff to perform other activities.

Control costs
Reduce unnecessary expenditures such as out-of-the-office travel time and costs

Access to expertise

Remote Hands support services are performed by IT Infrastructure professionals with the right experience and knowledge to get the job done. Available services include:

On-Demand Services

- Cycling power on your equipment
- Visual equipment checks
- Attaching monitor, keyboard, mouse, or consoles to equipment
- Replacing your hardware components with spares/ upgrades
- Changing labeled cables
- Customer-approved escorts
- Loading of media (tapes, CDs, DVDs, or USB media)

- Troubleshooting of physical ports, including non-Cyxtera provided telecommunication circuits
- Entering commands according to your detailed instructions and relaying system responses
- Executing built-in diagnostics according to your instructions
- Perform other tasks requiring a similar skill level where immediate action is needed

Scheduled Services

- Upgrading disk drive capacity by installing new or additional drives
- Installing newly received equipment under specific instructions
- Adding memory cards
- Configuring routers, switches, and other network equipment under specific instructions

- Equipment inventory and labeling
- Cross connect inventory and labeling
- Support during planned, routine-type maintenance activities
- Cage/Environment temperature analysis
- Shipping and receiving

Service plans

You can purchase Remote Hands services as a monthly subscription, in pre-paid support blocks, or on-demand.

Monthly recurring subscription
A fixed block of support hours purchased each month.

Pre-paid support blocks
Non-recurring fixed blocks of support hours purchased and consumed over several months.

On-demand support
Designed for unexpected needs and subject to technician availability.

Get started with Remote Hands with Visual Assist. Contact sales@cyxtera.com or call 1-855-699-8372.

Cyxtera