

Remote Hands

A Helping Hand When You Need It



CoreSite's Remote Hands service provides customers access to a team of highly trained, in-house operations technicians who are available 24x7. Submit requests for Remote Hands service through CoreSite's [service delivery platform](#), then Order Services and Support. We offer the resources required to help install, operate and manage a data center deployment.

SERVICE CAPABILITIES



CABLING AND WIRING

- Cross connect termination
- Moving, securing or dressing existing cabling



SHIPPING AND RECEIVING ACTIVITIES

- Packing and unpacking of equipment for shipping
- Labeling boxes or equipment for shipping
- Inventorying boxes or equipment



PHYSICAL LABOR AND ON-SITE ASSISTANCE

- Standby assistance
- Remote or on-site visual verification for troubleshooting
- Basic cleaning or organization of customer space
- Discarding boxes or items
- Racking and stacking of equipment
- Moving boxes or equipment within the facility



BASIC DEVICE MANAGEMENT

- Plugging in serial cables
- Verifying device physical status
- Swapping highly modular equipment (hdds, network cards, memory, and so forth)
- Customer-assisted console access
- Customer remote serial console access to equipment

While we're busy managing our customers' operations, CoreSite is looking after ours. CoreSite's Remote Hands has helped us accomplish a number of high-priority infrastructure deployments and administrative tasks we simply couldn't do on our own.

RON OFFER, CEO, INTEGRITY VIRTUAL IT, INC.

SERVICE FEATURES



Circuit Testing and Diagnostics

- Simple light readings for fiber optics
- Signal verification for copper and coaxial
- Patch cord and media testing



Routine Media Management

- Swapping of tapes or other storage media
- Swapping of removable media (CDs, DVDs, USB, and so forth)



Power Initiation and Resets

- Turning on, off or recycling of device power
- Verifying power status
- Connecting and installing rack-mounted PDUs and equipment



Advanced Circuit Migrations

- Assist with coordination of circuit migrations for carriers and ISPs



Inventory Auditing and Labeling

- Full or partial cage and cabinet audits
- Device labeling
- Cross connect and cable auditing or tracing
- Photographing space or equipment



Escorted Access

- Escorting vendors or consultants
- Escorting customer personnel to and from the space
- Inventorying boxes or equipment

Additional services are available when proper detailed instructions are provided.

**Find out more.
Click. Call. Write.**



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