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

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

SHIPPING AND RECEIVING ACTIVITIES

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

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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