

## Hands & Eyes

### Your on-site engineering force

When you choose to house your equipment in an Interxion data centre you can rely on state-of-the-art, highly secure facilities with exceptional levels of power availability and connectivity.

But the job does not end there. Correct installation of new equipment takes time, particularly across multiple sites.

There are often basic monitoring and maintenance tasks to be done, and even with the most meticulous maintenance protocols, faults can occur. When the need arises, a rapid response by on-site engineers is key to maximizing operational efficiency.

This is why Interxion provides internationally-accredited installation, monitoring, and maintenance services to support you in any of our 28 data centres across Europe. Our hands-and-eyes service provides you with your own dedicated team of highly skilled and experienced technicians to act as your on-site engineering force.

### Service options to meet every need

All Interxion equipment housing contracts provide the option to include hands-and-eyes support at a variety of service levels which cover any eventuality and support requirement. The service is available in three modules:

- Installation support
- Pre-scheduled services
- Rapid-response services

### Key benefits

- Drive down the cost of installation and routine maintenance
- Ensure any IT-related failures are dealt with rapidly and efficiently
- Build in flexible SLAs to cover any eventuality and support requirement
- Ensure that your mission-critical equipment is running 24x7

Within the pre-scheduled and rapid-response service categories, you can choose from either basic maintenance or advanced maintenance, depending on your needs.

### Installation Support

Interxion technicians install cables and connectors (power, data), install racks and rack systems, label cables and equipment, and trace cables and connectors. All installation work is documented and cables and equipment are labelled according to prevailing standards. Installation work is carried out in accordance with local regulations.

### Pre-Scheduled Services

Our pre-scheduled services provide you with an on-site technician who can provide either basic or advanced maintenance services, where support staff time is booked and agreed in advance. When a request for service is received, Interxion provides an estimated budget and timeline for completing the work. All installation support and pre-scheduled services are normally conducted during regular business hours.

### Rapid Response Services

Interxion can also provide you with a supervised first-line maintenance support service. At your request, we will dispatch a technician on-site to act as your hands and eyes 24 hours a day, seven days a week, with a guaranteed response time of 2 hours.

## Hands & Eyes

Basic Maintenance	<p>Routine activities such as</p> <ul style="list-style-type: none"> <li>• Pushing a button/switching a toggle</li> <li>• Setting a dip switch</li> <li>• Power cycling (turning on and off) equipment</li> <li>• Re-setting or re-booting equipment</li> <li>• Securing cabling to connections</li> <li>• Observing, describing or reporting on indicator lights or display information on machines or consoles</li> <li>• Modifying basic cable layout, labelling or re-labelling equipment</li> <li>• Checking alarms for faults</li> <li>• Changing faulty plug-in cards</li> </ul>
Advanced Maintenance	<p>More sophisticated maintenance such as</p> <ul style="list-style-type: none"> <li>• Troubleshooting - diagnostic assistance and running diagnostics equipment</li> <li>• Installing or uninstalling software</li> <li>• Hardware enhancements</li> <li>• Handling fault notifications and rectifying circuit failures</li> </ul>

### Pre-booking blocks of hours

You can also book a monthly block of hours for a fixed monthly tariff. While unused hours from the block at the end of a calendar month cannot be transferred to the next month, pre-booking time ensures availability for pre-scheduled services, and you pay a lower hourly rate. It is also possible to opt for a stand-by arrangement for an additional fee.

### Contact us

We will be happy to provide you with more detailed information about our hands-and-eyes services along with the full pricing options.

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### Accreditations & Associations



Cofounder EMEA Chapter,  
Uptime Institute



Contributor Member,  
The Green Grid



ISO 27001 and BS25999-  
accredited Information  
Security Management &  
Business Continuity Systems



Contributor, EC Joint  
Research Centre on  
Sustainability



Patron of the European  
Internet Exchange  
Association

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