

# Keeping you running

## Remote hands



**adapt** to having all the resources you need on stand by to immediately meet your demands



### Look who got what they wanted

Ask our sales team for our customer case studies:

Cheapflights

Fish4

Energy Savings Trust

We offer remote hands services to provide limitless resources to all customers colocated in **adapt** facilities. Designed to provide an always available data centre presence, our service enables you to outsource routine support and maintenance and receive emergency support whenever you need it.

Our data centre engineers can access equipment more quickly than customer technicians, so you can minimise the costs associated with dispatching your own IT staff by letting us take the strain for you. Since we're on site waiting for your call, we're also first on the scene and ready to address hands on needs when speed is paramount. We will have you up and running again in minutes.

Our remote hands services include onsite first line support and maintenance as standard and can be enhanced to include more advanced services to suit your specifications. Remote hands services can be purchased flexibly on an as needed basis or via a traditional monthly service contract. With **adapt**, it's up to you.

### Standard remote hands services

#### Troubleshooting

Assist the customer in determining the source of an outage.

#### Power cycle

Power restarts and cycling at the customer direction.

#### Cable swap

Swap and reconnect cables; replace or fabricate and install new cable as required.

#### Visual verifications

Relay to customer LED status or display readout.

#### Reset/remove and replace

Reset/remove and replace card/module/power supply/drive, etc.

#### Escorted access

Escort customer or customer's vendor into their space for equipment installation, repair, maintenance, testing, etc.

### Response times

#### Business hours

##### 1 hour response

Monday-Friday 8:00am-5:00pm local time.

#### Outside business hours

##### 2 hour response

Monday-Friday 5:00pm-8:00am local time, Saturdays, Sundays and national observed holidays.

Call us on: +44 (0)845 304 3047  
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or log on to: [www.adaptplc.com](http://www.adaptplc.com)

**new thinking**