

# SMART HANDS FOR RACKSPACE COLOCATION

*The only Smart Hands service backed by an SLA.*

From routine maintenance to highly complex installations, you can trust Smart Hands service for Rackspace Colocation to be there when you can't; or to allow you to focus resources on other important aspects of your business.

Rackspace Smart Hands service provides colocation customers access to a highly trained team of technicians and engineers available 24x7x365. Purchasing, submitting and tracking Smart Hands requests is easily done through the MyRack portal where you have complete visibility into the status of your request.

## WHY SMART HANDS FOR RACKSPACE COLOCATION?

Infrastructure is critical to running your business, that's why Rackspace goes so far as to offer an SLA for Smart Hands. Rackspace is synonymous with **Fanatical Support**<sup>®</sup> and colocation is no different. As a leader in IT support, you can trust Rackspace when it comes to hardware installation, maintenance and decommissioning.

## KEY FEATURES

Smart Hands services are available in all Rackspace data centers with colocation across North America, Europe and Asia Pacific. These services include, but are not limited to:

### Onsite Technical Assistance and Troubleshooting

- Power cycling a router, a server or a switch
- Providing visual verifications to assist in remote troubleshooting
- Swapping tapes on customer-provided media and containers
- Testing cabling of media for continuity and proper signaling
- Customer-provided hardware replacement (hot swappable hardware)
- Moving or securing cables
- Customer-provided cable replacement

### Hardware Installation and Decommissioning Services

- Racking and un-racking equipment in customer cabinets
- Connecting, securing, removing customer-provided power cords
- In-cabinet network cabling with customer provided cabling
- Powering up devices and visual confirmation of hardware status
- Installing and removing cabinet-to-cabinet cabling with customer-provided cabling
- Hard drive and media destruction

## KEY BENEFITS

**Build Geographic Diversity:** Don't limit yourself to locations where your business has a physical presence – let the Rackspace on-site staff be an extension of your team where you're not physically located.

**Scale Your IT Staff:** Augment staff with Rackspace personnel only when you need it. Rackspace operates 24 hours a day, every day, with expert, on-site hardware and network technicians.

**Save Time and Resources:** The pay-as-you-go model allows you to only pay for the services you need to maximize the efficacy of your IT spend. You can purchase Smart Hands in hourly increments and consume it in 15-minute intervals, virtually eliminating overpayments for IT support.

## TRUST RACKSPACE

- A leader in the 2018 Gartner Magic Quadrant for Public Cloud Infrastructure Managed Service Providers, Worldwide
- Hosting provider for more than half of the Fortune 100
- 3,000+ cloud experts
- 20+ years of hosting experience
- Customers in 150+ countries

## CONTACT RACKSPACE

1-800-961-2888

[www.rackspace.com/colocation](http://www.rackspace.com/colocation)



**Gain Peace of Mind:** Know that an experienced technician will respond to your Smart Hands request within an hour, and complete the work within 24 hours, gives you peace of mind when time is of the essence.

**Improve Network Security:** Rackspace network security experts keep your traffic safe by monitoring our networks 24x7x365 and deploying the latest mitigation tools. Currently available in all Rackspace data centers with colocation across North America.

## EXPERTISE

Rackspace has over 20 years of IT hardware experience. Rackspace leverages the experience of managing over 94,000 devices to bring personalized support to your hardware. No one has the scale and a history of hardware maintenance that includes the following:

**Operational Experience:** Over 10 billion hardware hours and counting

**A Skilled Team:** 3,300 engineers and technicians

**Cisco Proficiency:** 800+ Cisco certifications and 22,000 Cisco Security Appliances under management

**Advanced Security:** 250+ Network Security Engineers

## SERVICE

Rackspace delivers Fanatical Support for the world's leading clouds – it's the specialized expertise and 24x7x365, results-obsessed customer service that's been a part of their DNA since 1999. Rackspace extends this commitment to its world-class data centers with:

- Industry-leading SLAs
- Always-available networking
- Data center expertise

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