QTS REMOTE HANDS

24×7 SUPPORT OF YOUR DEDICATED, PHYSICAL HARDWARE COLOCATED AT QTS DATA CENTERS

Why send your valuable IT staff to the data center to perform tasks that QTS on-site technicians and engineers can easily handle? Save your team a trip by using our Remote Hands services to keep your hardware working optimally.

QTS Remote Hands provides you with an experienced QTS technician to deploy, maintain, and troubleshoot your equipment 24 hours a day, 7 days a week. Our highly trained professionals can perform a wide variety of services ranging from basic troubleshooting tasks to more complex needs such as circuit testing and full equipment replacement. We staff our Data Center Operations (DCO) around the clock, enabling us to quickly respond to your infrastructure needs.

SERVICE PLAN OPTIONS – ADHOC TASK OR MONTHLY SUBSCRIPTION

QTS Remote Hands services offer several flexible service plans to meet your infrastructure needs, including hourly rates and subscriptions for general maintenance, repair tasks, cabling and asset tagging activities. Optimize your cost by ordering the service plan that best meets your requirements.

You can order QTS Remote Hands via the Service Delivery Platform as ad hoc orders, or establish a monthly subscription with a minimum of five hours with discounted pricing.

KEY FEATURES – MONTHLY SUBSCRIPTION

- **Convenient Ordering Process**
  Place an online subscription order at any time from any device.
- **Expanded View of Past Orders**
  Review historical record and details of hours used.
- **Precise Visibility over Subscription Balances**
  Submit requests against the balance of an existing subscription.
- **Discount Provided**

QTS REMOTE HANDS ONLINE ORDERING

QTS Remote Hands Online Ordering is one of several innovations provided to you by the QTS Service Delivery Platform. Give us 15 minutes, and we can demo the full capabilities that our platform makes available to your team.
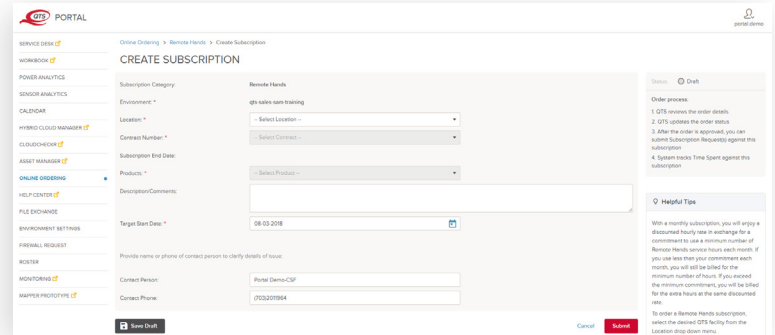
THE STANDARD AND OPTIONAL SERVICES FOR QTS REMOTE HANDS ARE:

Services	Availability
QTS Service Delivery Platform (QTS SDP) access 24×7×365	**Standard**
On-site physical support[1]	**Standard**
Pricing per hour[2]	**Standard**
Monthly subscription with commit[3]	**Optional (preferred)**

1. On-Site physical support services include but are not limited to:
- Equipment Light Checks
- Equipment Reboots
- Cable Checks, Installation and Replacement
- Circuit Testing
- Rack and Stack Services
- Shipping and Receiving
- Sidewalk Delivery
- Tape Rotation and Handling
- Escort Services
- Photo Services
- Asset Tagging and Entry into QTS SDP

2. For Adhoc and subscriptions, Remote Hands services are billed in 15 minute increments.

3. A subscription plan is recommended for Remote Hands services. Subscription plans require a minimum 5 hourly monthly commitment and are available at a discounted rate.