



QTS HARDWARE ASSURE



Let QTS focus on your hardware so you can focus on your Business

Operating your physical infrastructure at optimal performance and capacity is essential to the success of your business. Managing the hardware maintenance and repair process is cumbersome and may not be the best use of your valuable IT resources. Now, you can leverage QTS to focus on keeping your hardware stable so that your IT staff can focus on running your business systems.

QTS Hardware Assure is an onsite, IT-infrastructure support service for dedicated, customer-managed, physical components that are co-located at QTS data centers. With Hardware Assure, QTS is available 24x7x365 to fulfill customer requests for hardware-related support, including on-site assistance with testing, diagnostics and repair, coordination of maintenance vendors, and customer asset management. In addition to Hardware Assure, QTS monitors their data center infrastructure while your team monitors your hardware.

Service Details

QTS assumes primary role of coordinating all incident management efforts related to hardware degradation or failure, from ticket initiation to full resolution and ticket closure.

Incident Ticket Initiation

- You open a ticket in the Customer Portal, by email, or by calling QTS Operations Support Center (OSC)
- All incident ticket updates are visible to you in the Portal

Initial Assessment

- When the root cause is known, QTS engineering starts the remediation process
- When root cause is not known, QTS engineering assists you and any vendors with remediation planning

Vendor Support Engagement and Coordination

- You add QTS to the vendor contact list
- QTS manages all vendor contracts and representatives
- QTS is responsible for issue resolution with vendor support

Asset Management

- QTS performs comprehensive asset tagging process and logs tagging details into an online inventory report
- You may access inventory reports from the QTS Customer Portal
- Tagging process ensures timely, accurate errant component identification and provides data for product life-cycle planning

Rack and Cabling Services

- Racking and cabling services, including mapping, are available upon request
- For your equipment, you provide cabling setup

KEY FEATURES

- Leverages our scalable, secure, high-performing IaaS platform with compliant managed solutions
- Manages assets and asset tagging
- Manages incidents to final resolution
- Manages your service vendor contracts and representatives
- Outsources only those tasks you do not want to manage in-house
- Provides free racking and cabling services
- Reduces complexity and improve operational efficiencies related to the covered hardware
- **Allows no cap on hours required to close ticket**

FEATURES	QTS REMOTE HANDS	QTS HARDWARE ASSURE
Pricing Unit	Per Hour¹	Per Device or Rack²
QTS Customer Portal Access 24x7x365	✓	✓
24x7 OSC Support	✓	✓
On-Site Physical Support	✓ ³	✓
Authorized as Customer Rep for Vendor Coordination	N/A	✓
No cap on hours required to bring hardware issues to full resolution	N/A	✓

1. Remote Hands services are also available on a monthly retainer basis at a discounted hourly rate, requiring a minimum monthly commitment of 5 hours. Any labor hours exceeding the monthly commitment are invoiced at standard rates. Remote Hands services are billed in 15 minute increments.
2. Hardware Assure (HWA) is a monthly retainer service and can be purchased on a per rack or per device basis. Contact QTS Sales Team for pricing.
3. On-Site physical support services include but are not limited to:
 - Equipment Status Checks
 - Asset Tagging and Auditing
 - Equipment Reboots
 - Equipment Installation and Cabling
 - Cable Testing and Replacement
 - Parts Replacement
 - Photo Services
 - Shipping and Receiving
 - Basic Server Troubleshooting
 - Tape Loading and Rotation

SUMMARY OF KEY BENEFITS

- Frees your busy IT staff from inconvenient, time-consuming, last-minute trips to our data center
- Promptly resolves issues, 24x7x365
- Fills IT staff certification or expertise gaps
- Provides a predictable monthly fee
- Supports asset tagging and inventory
- Reduces business risk and downtime
- Reduces emergency repair costs and overhead

