



REMOTE HANDS

CAN'T GET TO THE DATA CENTRE?
WE'RE HERE TO HELP.

Simplify the management of your mission critical infrastructure and maximise your business uptime with NEXTDC's Remote Hands services.

Our Remote Hands services consists of first-class technical assistance on-the-ground at any NEXTDC data centre. Remote Hands enables more flexible management of your critical infrastructure, allowing you to focus on your core business and maintain business uptime with the assistance of NEXTDC highly specialised technicians. Our Remote Hands technicians are high-skilled individuals, they are responsible for the ongoing management of our world-class facilities and are recognised globally by Uptime and DataCenter Dynamics as the best in the world.

We understand not every trip to the data centre is the same, therefore we offer a wide range of support options customisable for each visit to ensure you continue to get the most out of your data centre infrastructure. Whether it's managing deliveries and helping stage installations, preparing your equipment for collection, performing an audit, undertaking a fault investigation or if you simply need an extra pair of eyes and hands on-the-ground, our Remote Hands technicians are available to support you.

Please note: For Remote Hands requests that need to be carried out within 48 hours of submission, please contact the Customer Experience Centre on 1300 698 677 immediately upon submitting a Remote Hands request.

**BOOK YOUR
REMOTE HANDS
SERVICE THROUGH
ONEDC® AND WE
WILL TAKE CARE
OF THE HEAVY
LIFTING FOR YOU.**



NEXTDC Remote Hands services



DELIVERY ASSISTANCE

Unpack

Unpack/un-crate deliveries

Inventory reporting

Full equipment inventory on deliveries received

Condition report

Full inspection and condition report on deliveries received

Delivery reconciliation

Reconciliation and report on goods received

Deliver to rack/cage

Deliver received goods to rack/cage

Deliver to locker/storage

Deliver to assigned locker or storage space

Pack - ready to ship

Re-package equipment ready for shipping



TECHNICAL ASSISTANCE

Visual assistance

Visual verification to identify specific or general requests or concerns

Power rail reading

Detailed readings of power rails

Rack/compliance audit

Full audit of equipment in rack(s)

Toggle switches

Flick/toggle switches/buttons

Power cycling: Hard

Hard power reset

Power cycling: Soft

Soft power reset

Guided config assistance

Minor guided remote configuration assistance



EQUIPMENT ASSISTANCE

Custom installation

Custom installations of equipment provided, or received as part of a delivery

Equipment: Relocation

Relocate equipment within rack/space

Equipment: Removal

Remove equipment from a rack/space

Equipment: Swap

Swap out equipment from a rack/space

Equipment tagging

Label and inventorying rack equipment

Equipment audit

Full audit of equipment inside rack/space

Remove media

Remove media from storage equipment

Insert media

Insert new media into storage equipment

Interface card: Installation

Install interface cards into equipment

Interface card: Removal

Remove interface cards from equipment

Spare Parts: Power leads

Supply IEC standard power lead

Spare Parts: Adaptors

Supply IEC to AUS 3 pin adaptor



GENERAL RACK ASSISTANCE

Rubbish removal

Remove rubbish from rack/space

Rack tidy

Tidy rack/space

Repair containment

Repair rack containment

Blanking panels: Install

Additional blanking panel installation

Blanking panels: Supply

Supply blanking panels

Site escort

Escort guests, customers, staff or contractors to your data centre space



CABLING ASSISTANCE

Tx-Rx swap

Swap cross connect Tx and Rx

Demarcation: Verify

Full test from demarcation point to carrier demarcation point

Demarcation: Patch

Patch from demarcation point to equipment

Demarcation: Move

Move FOBOT

Cable audit

Full cabling inventory and audit

Inter-rack cabling

Inter-rack cabling assistance

Patch cables

Cable patching

Patch panel installation

Install provided patch panels (or similar)

Remove cables

Remove cabling

Replace cables

Swap and replace rack cabling

Secure cables

Secure rack cabling

Label cables

Cable inventory and labelling

Cable trace

Trace cable and identify A and B ends

Cable management

Install or modify cable management

Continuity testing

Continuity testing for fibre and copper cables

Tidy cables

Tidy cabling

Cable troubleshooting

Troubleshoot physical cabling issues

Spare parts: Cables

Fibre Optic (Single Mode or Multi Mode)

Spare parts: General

Supply general materials for fixes and remediations such as cable ties, Velcro etc



EXTRA HANDS

Packing assistance

Assist with packing up equipment

Unpacking assistance

Assist with unpacking equipment

Installation assistance

Assist with equipment installation

Cabling assistance

Assist with assembling, installing or maintaining cabling

Rubbish removal

Assist with rubbish removal

AV and Conferencing

Assist with setting up AV and conferencing equipment

Equipment removal

Assist with equipment removal

Technical troubleshooting

Technical troubleshooting assistance

