

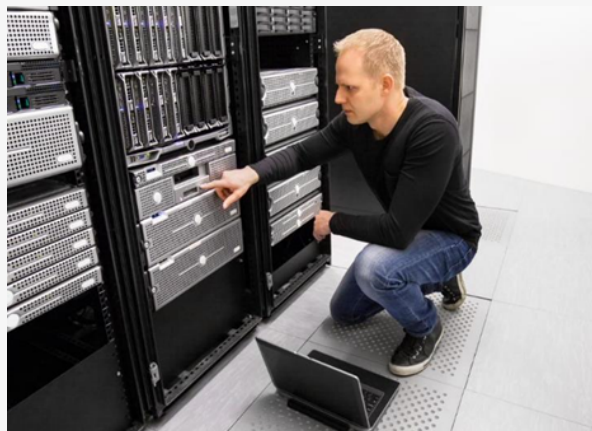
REMOTE HANDS

Focus on your business while our expert technicians handle infrastructure tasks and maintenance, freeing up your team.

Tasks at the data center are necessary, but take valuable resource time. Now, there's a better way to complete those tasks without sending your own resources to the data center.

Remote hands provide several benefits:

- **24/7 availability** - Our resources are available round the clock, ready to help you in an emergency, or just for routine maintenance, even if its conducted out of business hours.
- **Reduced travel expenses** - Having local resources onsite at the data center reduces the need for your team to travel. Our Remote hands technicians are ideal for handling routine tasks at remote locations.
- **Freed resources** - Your team's time is valuable and could be focused on growing your business instead of traveling to locations for tasks such as powering cycle servers or making simple network changes.



SERVICE HIGHLIGHTS

- Evoque's highly experienced on-site staff is skilled at performing all forms of maintenance and customer requests.
- Simply contact your Evoque Customer Success Manager to schedule a remote hands engagement or discuss our unlimited remote hands option.



TAKING A DEEPER LOOK



REMOTE HANDS

Helping you to be successful

Evoque provides on-site, hands-on support for many tasks within our facilities. Remote Hands enables you to request service from an on-site Evoque technician who can perform one or more of the following activities in your colocation space.

- Power cycling
- Observing or describing your equipment
- Running diagnostic equipment
- Typing provided commands on a keyboard console
- Changing pre-labeled tapes
- Organizing cables, ties, or labels to your specifications
- Securing or verifying cabling to connections
- Modifying existing basic cable layout
- Inserting provided media for application loading
- Installing, upgrading, or replacing your equipment
- Replacing hardware you have shipped to site
- Upgrading drive capacity by installing new or additional disk drives you provide
- Performing specific tasks via your directions while on a bridge call
- And more ...



SERVICE OPTIONS

Flexibility to meet your needs

Remote hands pay-as-you-go (On-Demand Option)

- Contact our support team to request onsite assistance
- Billed in 15-minute increments (minimum of 30 minutes)
- No Purchase order required, automatically added to your next invoice

Remote hands (Monthly allotment of pre-purchased hours)

- Reduced hourly rates available for a package of 5, 15, or 25 hours, and will be billed as a monthly recurring fee.
- Utilization will be deducted against the monthly block of hours.
- Remote Hands activity that exceeds Block of Time specified in the Customer Pricing Schedule will be billed under the On-Demand Option.

Remote Hands Plus (Unlimited)

- A flat monthly fee based on number of cabinets/racks
- Unlimited hours

Customers must submit a ticket directly through Evoque Support Portal.

Customer must verify completion of data backup.

Remote Hands Support tickets are typically handled on a priority basis, for urgent issues our customers can contact our support team to expedite services.