DCI Data Centers

Remote Hands
Fact Sheet

We're there when you can't be.

Remote Hands is an 24x7x365, on-site, operational support service for remote management, installation and support of your data centre equipment and infrastructure.

WHY REMOTE HANDS?

Management of your business infrastructure can be a time and labour intensive undertaking, placing strain on already limited IT resources.

Our Remote Hands services can ease any issue by providing experienced technicians, freeing up your IT personnel to focus on your core business.

Maximise your data centre investment by using our technical experts to help remotely manage, install, and support your data centre equipment.

FAST FACTS

- Remote Hands is an around-the-clock, on-site, support service for installation, troubleshooting and remote management of your data centre equipment.

- Three levels of support from simple tasks to complex scope of work, charged on an hourly basis, or fixed-fee depending on scope of work.

SUPPORTED SERVICES

Some of our supported services include:

- Card re-seats/power cycles of hardware
- Audit and labelling of cables, equipment, etc
- Installation/removal of cards and/or modules
- Set-up of hardware and network equipment
- Replacement of faulty cards/equipment
- Patching of local network/telco circuits
- Connection of peripheral/data cables and intra-bay power cables
- Returning faulty cards to respective vendor
- Troubleshooting and measurement of electrical or optical power levels
- Routine maintenance, e.g., filter cleaning/changes, tape rotation
- Providing ad-hoc on-site support during maintenance periods, such as software upgrades
- We support all scopes from simple to complex – contact DCI with your requirements

ABOUT DCI DATA CENTERS

DCI Data Centers is a data centre owner and operator that is challenging the way facilities are built and operated. It brings together innovative, environmentally-efficient technologies and construction methods to enable the rapid deployment of secure cloud edge and hyperscale compute environments. With a growing fleet of data centres across Australia, New Zealand and Asia, DCI Data Centers' mission is to become the preferred partner in the Asia Pacific region for the delivery of purpose-built, highly secure, and resilient data centre solutions.