Remote Hands services
Effectively extend the reach of your IT staff

NTT’s Remote Hands services offer you **the security and flexibility you need to manage your IT infrastructure.**
Our trained technicians are on-site to execute important IT tasks – **fast and reliably.**

**NTT’s Remote Hands services**

- **Optimize your IT management**
  Our data centers provide a secure and highly protected environment. Once the hardware is set up you may not want to keep your own technician on-site. As a service provider, we carry out all core tasks of technical and infrastructural management for high-availability data centers. This not only includes technical management and maintenance, but also a range of on-site support services, with which we can support you from the relocation to the daily management of your spaces.
  Especially, when it comes to on-site actions it has proven to be helpful to make use of trained technicians on-site acting as your eyes and hands. They execute your regular maintenance tasks, support your every-day work, and simplify issue handling.

- **Remote Hands services**
  You can easily book and coordinate your Remote Hands tasks through our client portal. They may include tasks such as:
  - Visual checks
  - Handling of hardware, cables and packaging
  - Support with deliveries
  - Support with documentation

- **Your benefits at a glance**
  - Service provided by trustable, skilled technicians
  - Documentation according to your standards
  - Guaranteed response time depending on the booked option
  - Available on-site as »Standard« service during business hours, »Plus« service covers your needs 24/7
  - Flexible service packages available

With our **24/7 Remote Hands services** you keep your operational uptime at a maximum.
Additional service | Reaction time | Service times | Response time
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Remote Hands Standard | Within 24 business hours | Business hours | 60 minutes
Remote Hands Standard scheduled | Within business hours (lead time > 24 hours) | Business hours | 60 minutes
Remote Hands Plus (24/7) | Within 24 clock hours | 24/7 | 30 minutes

Business hours are defined as Monday to Friday between 9am and 5pm, excluding public holidays.

Service time is the time in which the service is executed.

Response time is the time from receiving the service request provided by the client and NTT Global Data Centers EMEA confirming/declining resource availability. Once resourced is confirmed the start time will commence.

Reaction time is the time window when work will begin on the service request, once resource has been confirmed in the given Response time.

Why NTT Global Data Centers EMEA?

Our global platform is one of the largest in the world. NTT is recognized as a Leader by IDC in the Worldwide Colocation and Interconnection Services MarketScape, spanning more than 20 countries and regions including North America, Europe, Africa, India and APAC.

As a neutral operator, we offer access to multiple cloud providers, a large variety of internet exchanges and telecommunication network providers including our own IPv6 compliant, Tier 1 global IP network. Our clients benefit from tailored infrastructure and experience consistent best practices in design and operations across all of our reliable, scalable and customizable data centers.

We’re a signature partner of the Climate Neutral Data Centre Pact, committed to becoming climate neutral by 2030 as part of the »European Green Deal«.

Scope of work examples

- Performing visual checks to confirm operational status of hardware
- Power cycling and push button activities
- Patching cables
- Tracing cables and reseating connections
- Testing of copper and fibre cables
- Affixing labelling to equipment and cabling
- Insertion and removal of client provided hot-swappable media and components
- Supporting documentation and administration activities relating to off-site media providers
- Relocation, storage and/or unpacking of incoming deliveries, including the removal of packaging material
- Facilitating outbound shipments
- Racking of hardware

NTT Global Data Centers EMEA’s services at a glance

- **Connectivity services**: all of our data centers offer redundant Carrier-Meet-Me-Rooms (CMMR) and inter-connection platforms. This provides you with the benefits of our extensive interconnection ecosystem.

- **Cloud Connect services**: our Multi Service Interconnection Platform enables you to directly connect to all global IT and cloud service providers in all our data centers.

- **On-site service**: Remote Hands and installation services are available upon request.

- **Operational reliability**: backed by years of experience as well as our track record of compliance with the highest levels of operational safety for data centers.