

# Remote Hands and Data Center Professional Services

At Deft, we prefer the term Partner instead of Provider. That's because we see successful Data Center Services as just that — partnerships. The foundations of success are planning and collaboration. With regular, constructive conversations about the your data center and its requirements for your business, we can and will deliver success.

For over 21 years, industry-leading companies have put their trust in Deft to design and manage their mission-critical infrastructure. Whether it's Data Centers, Dedicated Infrastructure, Managed Public, Private, or Hybrid Cloud solutions, we believe there is one right answer for your business: your answer.

To support these services we provide you with 24x7x365 hands on, onsite support by sys admin-level technicians. Our customers always talk to an expert that can solve your problem - not a customer service representative.

We take support very seriously: Our average support ticket response time is 15 minutes or less in our Chicago-area facilities.

To further assist our customers, we offer a wide range of services including:

## Remote Hands

- Operating system installation
- Server installation
- Remote server reboot
- Console remote reboot with disk check, up to 30 min.
- Physical server reboot
- Drive replacement
- Memory installation
- Physical hardware replacement
- Quick network reconfiguration
- Cabinet installation
- Cabinet visual inspection
- Infrastructure inventory report (CPE)
- Infrastructure inventory report (SCP)
- Shipping / receiving (including packing and unpacking)
- Carrier cross connect installation Infrastructure cross connect installation Cloud cross connect
- Cable management guides / maps Cable labeling
- Biometric security installation
- Drive destruction
- Circuit performance testing
- KVM configuration
- KVM installation
- PDU installation
- PDU testing
- PDU replacement
- Tape swap

## Data Center Migrations

- Asset inventory
- Migration project planning
- Migration project management
- Physically execute data center migrations

## Audit / Compliance Support

- SSAE-16 SOC 1/ISAE 3402
- AT-101 SOC 2 and SOC 3
- PCI DSS
- HIPAA
- Corporate risk management
- Insurance surveys

## Infrastructure Design

- Network core design
- Network core development
- Network core implementation
- Network core management & administration
- Rack layout design / elevations
- Cabinet layout design / elevations
- Structured cabling design
- Structured cabling implementation

## System Administration

- Administrator password resets
- Storage system design (SAN)
- Storage system setup (SAN)
- Storage system management & administration (SAN)
- Storage system design (NAS)
- Storage system setup (NAS)
- Storage system management & administration (NAS)
- Storage system design (DAS)
- Storage system setup (DAS)
- Storage system management & administration (DAS)
- Firewall installation
- Firewall configuration
- Firewall management & administration
- Load balancer installation
- Load balancer configuration
- Load balancer management & administration
- Backup system design
- Backup system setup
- Backup system management & administration
- Advanced system monitoring

## Network Engineering

- Network architecture design
- Network architecture development
- Network architecture implementation
- Network architecture management & administration
- VLAN design
- VLAN development
- VLAN implementation
- VLAN management & administration
- Switch installation
- Switch configuration
- Switch management & administration
- Router installation
- Router configuration
- Router management & administration
- Network protection design
- Network protection development
- Network protection implementation
- Network protection management & administration
- BGP community assignments
- BGP community management & administration
- DDoS mitigation services (network)
- DDoS mitigation services (applications)
- Network migration project planning
- Network migration project management
- Physically execute network migrations
- DWDM network design
- DWDM network management & administration

## Remote Hands Pricing\*

- 30 Minutes.....\$125
- 1 Hour.....\$250

\* Multiple hour and monthly remote hands blocks are available

Data center migrations, audit/compliance engagements, infrastructure design, systems administration and network engineering pricing is provided on an individual case basis. This enables us to provide our customers with accurate upfront pricing directly in-line with the desired scope of the request/ project.