

# Remote Hands

## IXcellerate provides Remote Hands services within the data centers to cover all customer needs

IXcellerate customer support team is available on a 24/7/365 basis, ready to process inbound requests, both scheduled and unplanned. All Remote Hands services are delivered with rapid response time in full accordance with the received requirements and under customer supervision.

Our engineers will perform the following activities within the framework of the customer support services:



### Administrative work

- Registration of work orders
- Documentation and follow-up
- Progress reporting and results



### Equipment delivery and installation

- Equipment assembly and installation
- Assistance with standard and oversized equipment delivery
- PDU and patch-cord installation
- Rack & stack of equipment
- Structured cabling setup



### Equipment maintenance

- Identification & reporting of incidents
- Hardware replacement
- PDU management
- Equipment troubleshooting
- Equipment power cycling
- Patch-cords and patch panels maintenance and repair
- Circuit testing and cable replacement
- Visual inspection of equipment, including condition sensors
- Equipment marking and tagging

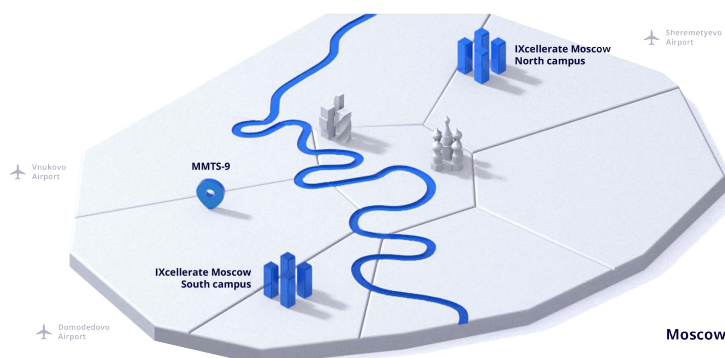
## Facilities

### IXcellerate Moscow North Campus

Data centers: MOS1, MOS2, MOS3, MOS4  
Total power: 68 MW  
Rack capacity: 6000

### IXcellerate Moscow South Campus

Data centers: MOS5, MOS6, MOS7, MOS8  
Total power: 247MW  
Rack capacity: 17 400



## Service excellence



### Response time

IXcellerate engineers respond to Customer ticket request within 15 minutes. There are no 'second-priority' tasks for us.



### Customized reports

We provide on-demand, customized reports, including Remote Hands usage, access, equipment deliveries and removals, power consumption and climate control measurements.



### Technicians you can trust

IXcellerate customer desk has a dedicated on-site team of technicians present 24/7/365.



### Select your service plan

With IXcellerate you can select a service plan that is right for you. Choose a monthly retainer at a discounted hourly rate or order "a la carte" services when you need them.



### Easy and efficient

Submit your order via Zendesk client portal any time from any device. It is as simple as logging in and opening a ticket, we will do the rest.



### Procedures

Our highly skilled staff follow strict procedures and documented processes to meet Customer expectations.



### Marketplace

Expand your options further and enjoy access to a vast on-campus digital ecosystem of technology partners, telecom operators, cloud providers and system integrators.



## We are trusted by



Business  
Services

Tencent



softline®



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## Contacts

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