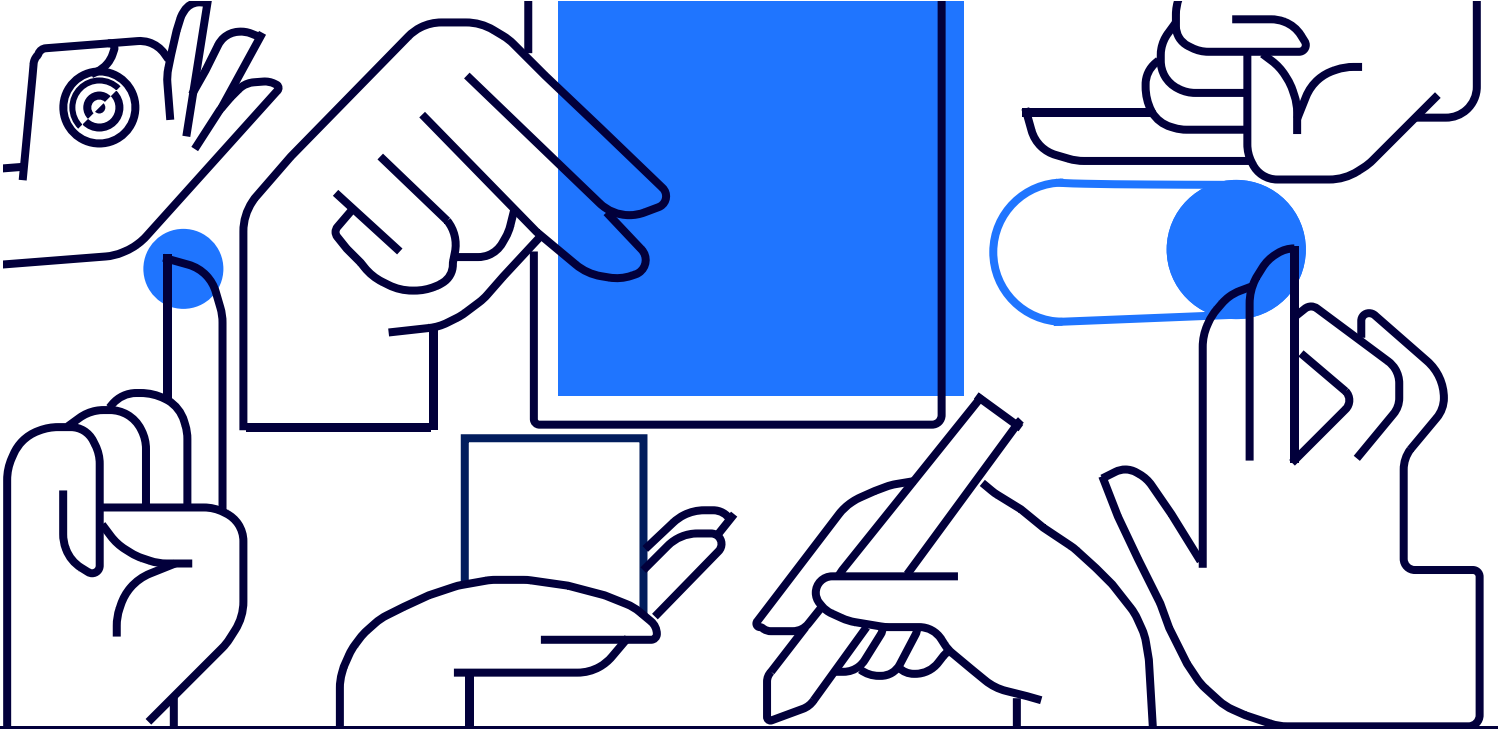


Service Remote Hands



1

Equipment installation

- Assistance in accepting and unloading standard and oversized equipment
- Installation of server racks, PDU and server/networking equipment in the rack
- Installation of patch cords
- SCS hook-up and shakedown

2

Technical support

- Identification of incidents
- Equipment installation/dismantling
- PDU control and maintenance
- Troubleshooting
- Power-up, shutdown and reboot of hardware
- Testing, maintenance and replacement of patch cords and patch panels
- Power supply circuit testing and cable replacement
- Visual inspection of equipment, including status sensors
- Equipment marking

3

Custom reports

We provide custom reports on the use of remote hands service, as well as on access to equipment, power usage and climate control.

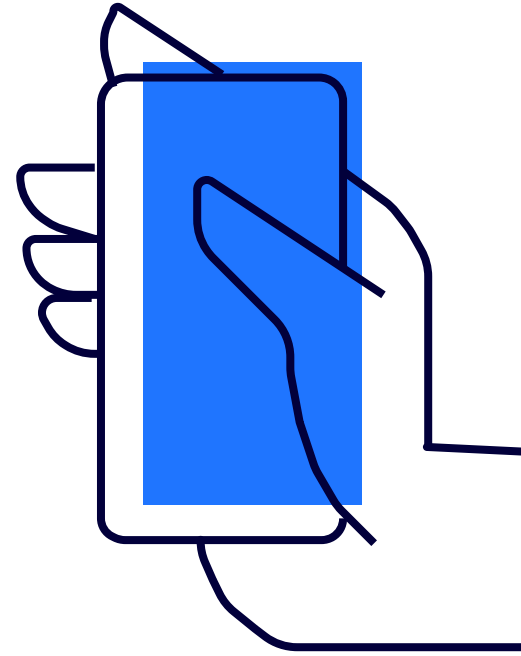
The benefits of remote hands

Engineers you can trust

Regular training and performance review of customer service engineers ensures superior service.

Quality standards

Our personnel operates in full compliance with procedures and documented processes.



An attractive pricing policy

IXcellerate lets you pick an optimal service plan that is the best for you. Monthly payments for your service package at a lower hourly rate or service availability as required by you.

Prompt response

A dedicated team of technicians is deployed on campus 24/7/365. Our engineers respond to a request within 15 minutes.

Simplicity and effectiveness

Submit a request through [IXcDesk](#) portal from any device. Just log in and open a request – we'll do the rest!

Flexible rates

Choose the best option for you



Hourly

Response to requests through the customer service portal, which can be accessed by e-mail, phone or through the mobile app.



Packaged

The service plan offers a service package covering 5 to 20 hours' worth of services per month. The service charge is calculated at a lower rate, which ranges from 80 to 50 per cent of the base rate.



Installation/ hook-up package

The service package is available to customers on a one-off basis for a specified period (up to 30 days) for the performance of a specific task such as first-time equipment installation, equipment upgrade and other services of this nature.