



Remote Hands Overview

Highly experienced onsite support for your colocation environment.

Remote Hands is a specialized service for our customers that provides hands-on assistance in the data center for routine IT tasks. Keep your team focused on strategic initiatives and rest assured our skilled on-site teams have things covered.

Your Access to Our Expertise

Remote Hands support services are performed by our IT infrastructure professionals with the right experience and knowledge to get the job done. Popular requests include, but are not limited to:

- Escorted visitor access
- Unpack and/or move small shipments to your cage
- Perform tape swaps
- Visual equipment checks
- Assist with general troubleshooting and/or configuration
- Move network cables between ports or interfaces
- Install/uninstall customer equipment

Remote Hands Support Options

Monthly Subscription

Predictable, pre-defined block of hours invoiced monthly as a recurring fee on your Centersquare bill

On-demand Support

Pay-as-you-go with time worked invoiced on your following month's Centersquare bill

Superior Service That Passes the Test

50,000+

Customer requests served annually

90+

Transactional NPS customer satisfaction score places Centersquare in the world-class category

Remote Hands Benefits

Cut Costs

Reduce travel costs and resource allocation by eliminating the need to send your IT staff to the data center.

Activate Rapid Response

Address urgent requests with 24/7/365 response to on-site support requests.

Offload Routine Tasks

Easily book standard, recurring and ad hoc maintenance requests via the Centersquare Portal.

About Centersquare

Centersquare is a preeminent colocation provider with a proven track record of providing highly reliable data center services. Prioritizing security, reliability and superior customer service, Centersquare offers flexible data center solutions backed by a 100% uptime guarantee for thousands of diverse organizations across all industries. Learn more at www.centersquaredc.com.

The Centersquare Advantage

- [Unwavering Reliability](#)
- [Unmatched Flexibility](#)
- [Superior Customer Care](#)

Whatever you need,
we are here to help.

Got questions about our services? Looking for space and power availability? Need pricing? Want to schedule a tour? Drop us an email or give us a call.

sales@centersquaredc.com

1-855-699-8372