



DATA FOUNDRY

VIRTUAL HANDS



When you colocate with Data Foundry, your company can trust our team to be your eyes and hands in the data center. Our skilled and reliable data center technicians hold a variety of certifications, and they are on site 24x7x365 to take care of routine tasks or assist in the event of an emergency.



Virtual Hands Services When You Need Them

We work according to your guidelines, which means we can be as hands-on or hands-off as your company prefers. Our technicians will follow your direct instructions to ensure the work is done exactly to your specifications. Virtual Hands services can be purchased in time blocks or added to your account as a recurring service. Some examples of Virtual Hands services include:

- On-site cabling
- Equipment or part replacement
- Equipment installation
- Loading and unloading backup tapes
- Hard drive swap
- Directed command line entry for basic troubleshooting
- Drop shipping
- Device status checks, pictures of equipment
- Tracing cables



Hard Drive Swap



Directed Command Line Entry

sales@datafoundry.com
888.839.2794

TEXAS 1 • TEXAS 2

4100 Smith School Rd
Austin, TX 78744

AUSTIN 1

7401 East Ben White
Austin, TX 78741

HOUSTON 2

660 Greens Parkway
Houston, TX 77067

HOUSTON 1

5555 San Felipe
Houston, TX 77056



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Some Virtual Hands services are **complimentary** for colocation customers. These services include:

- Observing and describing specifics of your environment including lights or indicators on devices or displays
- Reboot requests and powering up or down devices
- Connecting a monitor and reporting any errors or messages during boot. (We DO NOT connect a keyboard or mouse for any reason.)

Engineering Support

Do you need engineering and systems experts to problem-solve an issue for you or provide detailed documentation? We can help. Examples of Engineering Support include the creation of Rack Face Elevation (RFE) documents, network and systems assessments, and port maps.

Our certified engineers work with all types of hardware.



SonicWALL



Check Point[®]
SOFTWARE TECHNOLOGIES LTD.



Talk with your Account Representative today for **more information**.

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