

Remote Hands

Sometimes there's
no substitute for
a live body



Standard Business Hours:
\$125/hr (15-min minimum,
15-min incremental billing)

Non-Standard Hours:
\$190/hr (2-hr minimum,
15-min incremental billing
after first 2 hours)

Colocation in a TPx SSAE 18 or carrier-grade datacenter makes tremendous sense for companies looking to enjoy the benefits of state-of-the-art facilities and capabilities without incurring huge capital expense. The goal is to reduce your headaches, avoid having to staff up expensive IT support and to leverage always scarce investment resources. To do that, you need to have a go-to live resource when trouble starts blinking on your remote operations screen.

Our Remote Hands service gives you the peace of mind you need when you've collocated your critical data operations. One call or email to TPx's support center gets you connected with a highly skilled technician who will call you, walk over to your equipment and perform these regularly needed tasks:

- Visual confirmations
- Reboots
- Basic command programming
- Modular media swaps
- Rack-and-stack
- Establish remote desktop connections: e.g. WebEx/remote access sessions

Remote Hands service is there for you 24/7/365

We guarantee our rapid response times so you don't have to wonder when you'll get a call that help is at hand. Please see published times for individual locations. Remote Hands is available as soon as you sign your contract with TPx. For Remote Hands services call 855-299-8722.