

# PRODUCTS & SERVICES

## EQUINIX SMART HANDS™ SUPPORT PLAN

### Make the smart choice with Smart Hands™—let Equinix manage your IBX data center infrastructure

#### Use Equinix as your eyes, ears and hands

Management of your business infrastructure can often be a time- and labor-intensive undertaking, placing strain on already limited IT resources. At Equinix, our Smart Hands services can alleviate this issue by providing experienced IBX technicians, freeing up your IT personnel to concentrate on more mission-critical tasks.

Now you can maximize your data center investment by letting our Smart Hands technical experts act as your on-site eyes, ears and hands<sup>1</sup> no matter where you are. Equinix will be there when you can't, offering assistance with a full scope of services including remote management, installation and troubleshooting<sup>2</sup>.

#### EQUIPMENT INSTALLATION SERVICES

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- PDUs
- Interface cards
- Ladder racking, pre-wiring of patch panels and equipment

#### RACK AND STACK SERVICES

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- Full-service installations

#### TROUBLESHOOTING

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- Provide on-site technical assistance
- Test carrier circuits

#### REMOTE MANAGEMENT

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- Power cycling of equipment
- Provide visual inspection of equipment
- Replace or remove equipment
- Add, remove or verify a demarcation

#### CABLING SERVICES

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- Assemble, install, and maintain cabling
- Structured cabling
- Verify cable integrity
- Extend patch cables from the patch panel to equipment

#### LOGISTICS SUPPORT

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- Handle equipment receiving, storage and cage delivery
- Assist with uncrating equipment from boxes and ship replaced equipment
- Move equipment within your space and cabinets

#### ASSET MANAGEMENT

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- Inventory equipment
  - Record digital pictures
  - Record serial numbers
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#### Smart Hands Support Plan: save money (in addition to time and hassle)

As any IT team member knows, business infrastructure will always require constant maintenance and support 24x7x365. Plus, it's not always convenient to go through your company's purchase approval process when you have an emergency and need assistance.

That's why Equinix introduced a prepaid discount program known as the Smart Hands Support Plan. Available with two payment schedules<sup>3</sup> (monthly, annual) depending on your needs, the Plan includes the following benefits which allow you to:

- Predictably budget funds for regular schedule maintenance
- Use plan hours in any IBX in the country for which the plan was purchased or choose to restrict the plan hours to a Single IBX
- Reduce red tape by eliminating the need for individual internal approvals
- Better reconcile budgets by separating a financial expense (plan purchase) from day-to-day operational expense (operations or support)
- Improve efficacy by only requiring a single order for support plan hours that can be debited throughout the month, then replenished with each new month
- Receive discounts up to 30%
- Rollover unused monthly plan hours for 1 month
- Create your own Plan by choosing the exact number of hours to include in your Support Plan

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### Service level objectives are as follows:

- For 24/7 IBX sites, the turnaround time is 24 clock hours
- For non-24/7 IBX sites, the turnaround time is 24 business hours (e.g., eight hours per work day)
- There are exceptions, such as when a physical or power audit is being performed, or large rack-and-stack installations

Isn't it time you let Equinix literally do the heavy lifting (and a lot more) for your IT teams? To sign up for Smart Hands service or get more information, contact your local Equinix representative at +1 650 598 6000 or [info@equinix.com](mailto:info@equinix.com).

1 Smart Hands is designed to provide customers with on-site technical assistance and may include, for example, Equinix complying with customer's simple instructions relating to remote management, installation or troubleshooting of its equipment within an IBX data center or any other services Equinix deems to be Smart Hands. With respect to the Smart Hands service offered by Equinix, the only Equinix obligation is to carry out the express instructions of customer. Equinix reserves the right to reject a customer's request if such rejection is reasonable or if such service is not offered as part of Smart Hands. In addition, Equinix reserves the right to require that a customer's instructions be given in additional detail and in writing (which may be by electronic mail). Notwithstanding the foregoing, Equinix has the right to perform Smart Hands services where the customer fails to act in a timely manner, or Equinix has the right to act under the policies at customer's expense as part of the Smart Hands service (suite cleanliness, shipping, etc.).

2 The Smart Hands service is limited to visual and physical support of IBX hardware (e.g., no application support) unless otherwise instructed by customer's IT personnel. An authorized customer representative must always be available (via telephone) when services are performed during an agreed-upon window of time. Equinix Professional Services teams are available for management of data center components and issues not covered by the Smart Hands service.

3 Monthly or Annual pre-purchased hours do not roll over and are forfeited if not used. (Annual hours must be used within a 12-month period; Monthly hours on Rollover Plans will be able to be used for 60 days (1 month rollover) Note: Usage will first consume hours from the current month, then from the rolled over hours. Once purchased, hour upgrades are available but hour decreases are not permitted during contract term. Annual Plan usage beyond the pre-purchased allotted amount will be billed at regular Smart Hands service rates unless an upgrade is requested.