

PRODUCTS & SERVICES

EQUINIX SMART HANDS® SERVICES

We'll be there when you can't! Manage your business infrastructure and maximize operational uptime within an IBX® data center by using Equinix Smart Hands® services.

Extend the reach of your off-site IT staff using Equinix Smart Hands services

Equinix Smart Hands allows customers to manage/outsourcing their business operations and maximize uptime within an Equinix International Business Exchange™ (IBX®) data center by using Equinix technical resources. Equinix Smart Hands provides a wide range of support, whether you require technical assistance within an IBX data center or from a remote location. Equinix is equipped to offer a full scope of services to be there when you can't. IBX technicians are trained to be the eyes and hands for management of your infrastructure.

Equinix Smart Hands tasks:

- Provide on-site technical assistance.
- Provide equipment installations.
- Remove and install interface cards.
- Test carrier circuits.
- Take inventory of equipment, recording digital pictures and serial numbers.
- Perform a power cycle on a router, server or switch; soft-boot a server.
- Move equipment within your space and cabinets.
- Install ladder racking, pre-wire patch panels and equipment.
- Assemble, install and maintain cabling.
- Verify cable integrity on installed media.
- Provide visual verifications.
- Install, replace or remove equipment, such as a router, switch card, disk drive, memory, etc.
- Assist in conference room and AV equipment setup.
- Add, remove or verify a demarcation.
- Assist with uncrating equipment from boxes and ship replaced equipment.
- Extend patch cables from the patch panel to equipment.

Service level objective:

- For IBX data centers staffed 24/7: 24 clock hours.
- For non-24/7 IBX data centers, business hours vary from site to site. Please contact your customer success manager (CSM) for more information.
- More complex requests may take longer.
- Scheduled maintenance available.

Contact your local account representative for more information

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● 24/7 On-site Operational Coverage
 ○ Non-24/7 On-site Operational Coverage
 *xScale Data Center
 **Partner Data Center

Asia-Pacific

	IBX	On-site Operational Coverage Type
Adelaide, Australia; Brisbane, Australia; Canberra, Australia; Melbourne, Australia; Perth, Australia; Sydney, Australia Australia	AE1	○
	BR1	○
	CA1	○
	ME1	●
	ME4	●
	ME5	○
	PE1	○
	PE2	○
	SY1	●
	SY2	●
	SY3	●
	SY4	●
	SY5	●
	SY6	○
	SY7	○
	SY8	○
Shanghai, China	SH1**	●
	SH2**	●
	SH3**	●
	SH5**	●
	SH6**	●
Hong Kong, China	HK1	●
	HK2	●
	HK3	●
	HK4	●
	HK5	●

Asia-Pacific

	IBX	On-site Operational Coverage Type
Osaka, Japan; Tokyo, Japan	OS1	●
	TY1	●
	TY2	●
	TY3	●
	TY4	●
	TY5	●
	TY6	●
	TY7	●
	TY8	●
	TY9	●
	TY10	●
Singapore	TY11	●
	SG1	●
	SG2	●
	SG3	●
Seoul, South Korea	SG4	●
	SL1	●

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● 24/7 On-site Operational Coverage ○ Non-24/7 On-site Operational Coverage *xScale Data Center **Partner Data Center

EMEA	IBX	On-site Operational Coverage Type	EMEA	IBX	On-site Operational Coverage Type	EMEA	IBX	On-site Operational Coverage Type
Stockholm, Sweden	SK1	●	Dublin, Ireland	DB1	●	Helsinki, Finland	HE1	○
	SK2	●		DB2	●		HE3	○
	SK3	○		DB3	●		HE4	○
Sofia, Bulgaria	SO1	●		DB4	●		HE5	○
Paris, France	PA1	○	Geneva, Switzerland; Zurich, Switzerland	GV1	○		HE6	○
	PA2	●		GV2	○		Warsaw, Poland	WA1
	PA3	●		ZH2	○	WA2		○
	PA4	●		ZH4	○	WA3		●
	PA5	●		ZH5	○	Barcelona, Spain; Madrid, Spain; Seville, Spain	BA1	○
	PA6	●	London, United Kingdom	LD3	●		MD1	●
	PA7	●		LD4	●		MD2	●
	PA8x*	●		LD5	●		SA1	○
Dusseldorf, Germany; Frankfurt, Germany; Munich, Germany	DU1	●		LD6	●	Lisbon, Portugal	LS1	●
	FR1	○		LD7	●	Manchester, United Kingdom	MA1	●
	FR2	●		LD8	●		MA2	○
	FR4	●		LD9	●		MA3	●
	FR5	●		LD10	●		MA4	●
	FR6	●		LD13x*	●	Milan, Italy	ML2	●
	FR7	●		Abu Dhabi	AD1		●	ML3
	MU1	●	Dubai, United Arab Emirates		DX1		●	ML4
	MU3	●			DX2	●		
	Amsterdam, Netherlands; Enschede, Netherlands; Zwolle, Netherlands	AM1	●					
AM2		●						
AM3		●						
AM4		●						
AM5		●						
AM6		●						
AM7		●						
AM8		●						
AM11		○						
EN1		○						
ZW1	○							

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● 24/7 On-site Operational Coverage ○ Non-24/7 On-site Operational Coverage *xScale Data Center **Partner Data Center

Americas	IBX	On-site Operational Coverage Type	
Atlanta, GA	AT1	●	
	AT2	●	
	AT3	●	
	AT4	○	
	AT5	○	
Bogota	BG1	●	
Boston, MA	BO1	○	
	BO2	○	
Chicago, IL	CH1	●	
	CH2	●	
	CH3	●	
	CH4	●	
	CH7	○	
Culpeper, VA	CU1	●	
	CU2	●	
	CU3	●	
	CU4	●	
Dallas, TX	DA1	●	
	DA2	●	
	DA3	●	
	DA4	○	
	DA6	●	
	DA7	●	
	DA9	○	
	DA10	○	
	DA11	●	
	Washington, D.C.	DC1	●
		DC2	●
DC3		●	
DC4		●	
DC5		●	
DC6		●	
DC7		●	
DC8		○	

Americas	IBX	On-site Operational Coverage Type
Washington, D.C.	DC10	●
	DC11	●
	DC12	●
	DC13	○
	DC14	○
	DC15	●
Denver, CO	DE1	○
	DE2	○
Houston, TX	HO1	○
Los Angeles, CA	LA1	●
	LA2	●
	LA3	●
	LA4	●
	LA7	○
Mexico City, MX	MX1	●
	MX2	●
Miami, FL	MI1	●
	MI2	○
	MI3	●
	MI6	○
Monterrey, MX	MO1	○
New York, NY	NY1	●
	NY2	●
	NY4	●
	NY5	●
	NY6	○
	NY7	●
	NY8	○
	NY9	●
NY11	●	
NY13	○	
Philadelphia, PA	PH1	○
Rio de Janeiro	RJ1	●
	RJ2	●

Americas	IBX	On-site Operational Coverage Type
São Paulo	SP1	●
	SP2	●
	SP3	●
	SP4	●
Seattle, WA	SE2	●
	SE3	●
	SE4	○
Silicon Valley, CA	SV1	●
	SV2	●
	SV3	●
	SV4	●
	SV5	●
	SV6	○
	SV8	●
	SV10	●
	SV13	○
	SV14	●
SV15	●	
SV16	●	
SV17	●	
Toronto, Canada	TR1	●
	TR2	●

Note: Smart Hands is designed to provide customers with on-site technical assistance across Equinix's IBX data centers in the Americas, EMEA and AP. It may include, for example, Equinix complying with a 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 services 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. Equinix also has the right to act under the Policies at the customer's expense as part of the Smart Hands services (e.g., suite cleanliness, shipping).