



REMOTE & SMART HANDS

Comprehensive service for your IT needs

Do you need on-site support? Remote Hands perform simple maintenance tasks according to customer instructions. For more complex tasks, we deploy trained technicians and coordinate the order with you.

Our Remote Hands services

- ✓ Exchange of tape media in supported backup systems
- ✓ Operation and handling of all types of switches
- ✓ Process the receipt of spare parts, upgrade components, small hardware devices and other equipment
- ✓ Accompaniment for customer service technicians who are not authorized to access the facilities without supervision
- ✓ Disconnect or reconnect clearly labeled cable connections according to customer instruction
- ✓ Control of indicator lights and displays

Our Smart Hands services

General troubleshooting	Assessment, reporting and determination of the root causes in the system by performing visual checks, observations or log checks and associated troubleshooting activities .
Replacement of power supply	Replacement of power supply components of supported systems.
Fan replacement	Replacement of fan assembly in supported systems.
Replacement of hardware components	Replacement of disks or memory expansion models in supported systems. The customer is responsible for handling warranties.
Firmware	Implementation firmware updates in supported systems.
Installation	Hardware upgrades, expansions and installation of components or entire devices.
Cable connection check	Checking physical cable connections (power and data).
Component RMA (return merchandise)	Handling warranties for servers and/or other device components and internal hardware.
Console entries	Simple entries on the device console in accordance with customer instructions.
Restart / turn on and off	Software reboot (hardware or soft reboot), power-on self-test (POST), Windows event logs and service status.
Checking power distribution unit (PDU)	Data collection and visual inspection of the physical power distribution unit (PDU).

Would you like to find out more?

We are happy to be there for you and discuss your project with you.