



# Supplemental Service Description Remote & Smart Hands

**Version / Datum**

1.0

06.08.2019

**Authors**

Product Management



## Inhaltsverzeichnis

<b>1. Introduction .....</b>	<b>2</b>
<b>1.1 Unscheduled deployments .....</b>	<b>2</b>
1.1.1 Remote Hands, RH .....	2
1.1.2 Smart Hands, SH .....	2
<b>1.2 Scheduled deployments.....</b>	<b>2</b>
<b>1.3 Locations.....</b>	<b>3</b>
<b>2. Service level .....</b>	<b>3</b>
<b>2.1 Unscheduled deployments .....</b>	<b>3</b>
<b>2.2 Scheduled deployments.....</b>	<b>4</b>
<b>2.3 Definitions of service level terms .....</b>	<b>4</b>
<b>2.4 Reporting.....</b>	<b>4</b>
<b>2.5 Responsibilities of the customer .....</b>	<b>4</b>
2.5.1 Order placement and hardware delivery.....	4
2.5.2 Access to customer equipment .....	4
2.5.3 Availability.....	5
2.5.4 Responsibility.....	5
<b>3. Subscriptions .....</b>	<b>5</b>
<b>4. Types of work.....</b>	<b>5</b>
4.1 Remote Hands and Smart Hands work .....	5
4.2 Scheduled work.....	6
<b>5. Other provisions .....</b>	<b>7</b>



## 1. Introduction

This service agreement governing “Remote & Smart Hands” forms an annex to existing contracts for colocation, flex space or dedicated servers. This document describes the services and responsibilities of GDC and the customer's responsibilities/duties to cooperate in connection with the provision of the Remote & Smart Hands service.

The document only contains a description of Remote & Smart Hands of Green Datacenter AG (GDC); generic processes such as support, change management and escalation are already described in the main service agreements and apply here accordingly.

### 1.1 Unscheduled deployments

Modern data centers are operated on a lights-out basis. The infrastructure might be monitored 24/365, however the servers, disks and network equipment usually do not require any manual intervention following installation. Remote management options such as iLO or DRAC allow all necessary actions to be performed conveniently from outside the data center. That means the lights can normally be turned off (lights out).

Certain situations cannot be handled remotely, however, including confusing or incomplete error messages, checking or changing a cable connection or performing device replacements. Any on-site intervention that becomes necessary can be handled either by your own authorized technicians or by our own local staff.

Time worked is reported in 15-minute intervals.

#### 1.1.1 Remote Hands, RH

GDC's Remote Hands is a reliable service that performs simple, clearly-defined tasks at the customer's request. Remote Hands can check indicator lights and displays, check and disconnect/reconnect clearly labeled cable connections, and also serve as an escort service for hardware technicians without access authorization. The annex contains a more detailed list with possible actions.

The customer remains responsible for actions, which were clearly commissioned and executed.

The Remote Hands service simply gives you eyes and hands on site.

The service is available 24/365. In the datacenters Zürich City and Zürich West, Remote Hands are always onsite.

#### 1.1.2 Smart Hands, SH

GDC technicians are available for work requiring greater expertise. They can be called in if the expertise of Remote Hands is not enough. Typical tasks handled within the scope of the Smart Hands service include structured troubleshooting, the replacement of clearly identifiable devices and components or firmware upgrades. The customer is responsible for providing and handling the warranties of any materials required, including replacement devices and firmware.

The Smart Hands service is available 24/365. During normal office hours Smart Hands are always present in Lupfig (Zürich West). For work in the other locations, travel cost will be incurred.

### 1.2 Scheduled deployments

The customer shall provide at least 5 days' advanced notice to GDC when commissioning it to carry out activities that can be scheduled, such as racking and stacking. Depending on the customer's preferences, work is billed on a time and material basis or on the basis of a prior offer. If the customer does not request an offer, billing is done on a time and material basis. Any work that can be scheduled is usually performed during office hours, however they can also be scheduled outside normal working



hours as well.

Time worked is reported in 15-minute intervals. Services performed are billed on a monthly basis in addition to any expenses incurred for materials/licenses.

A more detailed list with possible actions is provided below and also in the annex.

### 1.3 Locations

Remote Hands & Smart Hands can be delivered in all GDC datacenters. Remote Hands are always present in Zürich City and Zürich West. Smart Hands are located in Zürich West. Time traveled to other locations shall be deemed time worked.

## 2. Service level

No service levels will be guaranteed for Remote & Smart Hands; the KPIs indicated below show the target service parameters that are normally met.

### 2.1 Unscheduled deployments

Service	Prioritization	Response time*	Intervention time*	Measurement frequency & reporting	Note
Remote Hands	Customers with a Remote & Smart Hands subscription have 1st priority	30 minutes	4 hours	monthly	See the response time and priority definitions below
	Customers without a Remote & Smart Hands subscription have 2nd priority	Best effort	Best effort		
Smart Hands	Customers with a Remote & Smart Hands subscription have 1st priority	30 minutes	4 hours or next work day <sup>1)</sup>	monthly	See the response time and priority definitions below
	Customers without a Remote & Smart Hands subscription have 2nd priority	Best effort	Best effort or next work day <sup>1)</sup>		

\* Customers with subscriptions have priority in the event of scheduling conflicts

<sup>1)</sup>If outside normal working hours- either at the time a ticket is opened or following a Remote Hands action - a decision is reached, that the intervention must be performed by Smart Hands, the customer can choose whether Smart Hands should be implemented immediately or only on the next work day (lower hourly rate).



## 2.2 Scheduled deployments

Service	Prioritization	Response time*	Intervention time*	Measurement frequency & reporting	Note
Scheduled Smart Hands deployments	Customers with a Remote & Smart Hands subscription – 1st priority	1 day	5 days	monthly	See the response time and priority definitions below
	Customers without a Remote & Smart Hands subscription – 2nd priority	1 day	Best effort		

\* Customers with subscriptions have priority in the event of scheduling conflicts

## 2.3 Definitions of service level terms

**Response time:** Response time is the period of time from when a fault report or service request is submitted (receipt of the phone call or e-mail) to the Service Desk to the time at which a member of GDC’s support staff processes and confirms the order.

**Intervention time:** Describes the amount of time until a qualified GDC employee actively begins troubleshooting / providing the service. If an appraisal of the fault/service request shows that a downstream support function belonging to either the customer or an external service partner is responsible for troubleshooting / performing the service, the intervention time defined above ends at the moment the service ticket is electronically forwarded to the corresponding downstream support function. Activities performed for the purpose of problem solving / implementation are documented in the service ticket at all times.

**Priority:** Priority describes the assessment level of a problem or service request.

Customers with a Remote & Smart Hands service agreement have priority.

The service is provided on a best-effort basis for customers without this service agreement.

## 2.4 Reporting

Customers with subscriptions will receive monthly reports from GDC containing a list of services performed during the previous calendar month.

## 2.5 Responsibilities of the customer

### 2.5.1 Order placement and hardware delivery

The customer shall provide any instructions and documentation required for unscheduled and scheduled tasks. These could include the rack layout, wiring diagrams, desired labels, etc. The customer shall also ensure that any devices to be installed are delivered to GDC in a timely manner.

### 2.5.2 Access to customer equipment

The customer shall grant entry and/or access to the customer equipment as required by GDC’s staff for the purpose of carrying out the order.



### 2.5.3 Availability

The customer shall keep the contact details of its authorized representatives up-to-date. The customer representative must be available at all times during unplanned Remote Hands and Smart Hands deployments. If the GDC technician is unable to contact the customer during a one-hour period (at least three attempts), the deployment shall be considered complete.

### 2.5.4 Responsibility

GDC's Remote & Smart Hands staff are required to proceed with the utmost care and caution and always follow the customer's instructions. Accordingly, GDC does not assume any liability for business interruptions or damage to customer equipment.

## 3. Subscriptions

As a matter of principle, all customers can contact GDC 24/365 by phone for work to be performed under Remote & Smart Hands. Customers with subscriptions enjoy a few advantages, however. Remote & Smart Hands subscriptions apply for all customer installations at GDC, in other words for all DC locations.

The monthly subscription gives you priority access to our Remote Hands and Smart Hands staff. Other advantages include no calling fee – just consumed working hours will be charged.

## 4. Types of work

### 4.1 Remote Hands and Smart Hands work

The table below shows the types of work that can be performed through GDC Remote and Smart Hands. This table makes no claim to completeness, but shows the types of work commonly performed for a lights-out data center. Other tasks that are not listed here can be contractually agreed. GDC will deploy an appropriate resource that meets the requirements of each specific task. Work performed will be billed at a standard hourly rate, which is only divided into normal working hours and "non-normal working hours" (increased rates).

Task details	Task description	Unscheduled 24/365
Replacement of tape media	Time and expense related to the replacement of tape media in supported backup systems	Remote Hands
Escort service	Escort service for customer service technicians who are not authorized to access the data center	Remote Hands
Operate switches	Operate and change all types of switches	Remote Hands
Disconnect/reconnect individual cables	Disconnect/reconnect clearly labeled cable connections according to the customer's instructions.	Remote Hands
Receipt of components/replacement parts	Process the receipt of spare parts, upgrade components, small hardware devices and other equipment.	Remote Hands



Task details	Task description	Unscheduled 24/365
Indicator lights	Check indicator lights and displays	Remote Hands
General investigation	Time and expense related to the assessment, reporting and determination of the root causes of the system status by performing visual checks/observations or log checks and associated troubleshooting activities	Smart Hands
Replacement of the power supply	Replace the power supply components of supported systems.	Smart Hands
Replacement of hardware components <sup>2)</sup>	Replace a disk, memory expansion modules in supported systems. (The customer is responsible for handling warranties)	Smart Hands
Firmware	Implement firmware updates in supported systems.	Smart Hands
Installation	Hardware upgrades, expansions and installation of components or entire devices.	Smart Hands
Cable connection check	Check physical cable connections (power and data)	Smart Hands
Component RMA (return merchandise) <sup>2)</sup>	Handle warranties for servers/and/or other device components and internal hardware	Smart Hands
Console entries	Simple entries on the device console in accordance with the customer's instructions.	Smart Hands
Restart / turn on and off	Software reboot (hardware or soft reboot), power-on self-test (POST), Windows event logs and service status.	Smart Hands
Fan replacement <sup>2)</sup>	Replace the fan assembly in supported systems.	Smart Hands
Check the power distribution unit (PDU)	Perform a visual inspection and collect data on the physical power distribution unit (PDU)	Smart Hands

<sup>2)</sup> Our Smart Hands are not certified to repair hardware still under warranty. While GDC carries out this type of work at the customer's request, it is not responsible if the repaired hardware loses its warranty status.  
GDC is not responsible for procuring or storing devices and components.

## 4.2 Scheduled work

GDC will deploy an appropriate resource that meets the requirements of each specific task. Work performed will be billed at a standard hourly rate which is divided into normal working hours and "non-normal working hours" (increased rates).



Task details	Task description
Changes to cabling	General modifications to cabling, installation, replacement or removal of all types of cables
Off-siting of tape media	Off-siting of tape media
Labeling	Modify or apply ID tags to supported systems and/or cables
Data deletion <sup>3)</sup>	Secure deletion of data from disks and tapes (physical destruction through shredding)
Receipt of miscellaneous items	Task of documenting the processing of other large devices, assets or infrastructure components received.
Hardware inventory check	Time and expense related to the documentation of inventory information regarding the existence and inventory levels of supported systems.
Rack	Physically add a device to a rack during provisioning/migration.
Removal	Hardware - removal of components or entire devices.
Secure disposal <sup>3)</sup>	Secure disposal of servers, disks and network components. (Shredding components)
Software installations	Software installations of supported software applications or services in supported systems.
Transport	Transport processes for other large devices, assets or infrastructure components.
Rack power rating check	Work required to check and document power consumption and cable distribution of devices in a rack.
Preliminary configuration / data collection for AM	Initial server BIOS configuration, recording of the asset tag, serial number MAC address and completion of the server device list or another document.

<sup>3)</sup> Secure data deletion and disposal requires that disks and servers be shredded, also to destroy data in the NV RAMs. The tasks described above include organization, monitoring and process documentation. If applicable, any interim device storage as well as the costs incurred for the shredder will be billed on a time and material basis.

## 5. Other provisions

This service description is an annex to an existing principal agreement (e.g. colocation). All legal provisions set forth in the principal agreement shall also apply in full here.





Remote & Smart Hands can be requested 24/365 like other services with our Business Support on phone +41 44 330 3535