Remote Hands

Park Place Technologies Remote Hands service provides you on-demand dispatched technical resources to perform a variety of onsite IT infrastructure-related tasks, when and where needed on a global scale. Our "pay-as-you-use" model eliminates or reduces the need to send your IT staff to remote locations to perform routine tasks. Let Park Place's 500+ global field engineers handle the heavy lifting.

INCLUDED FEATURES

- Multiple Service Level Options available at time of request
- Consumption based model
- Dispatch management and escalation process
- Central Park Portal for real-time reporting
- Annual Service Activity Review

OPTIONAL FEATURES

- Service Delivery Manager assigned to your account
- Quarterly or Monthly Service Activity Review

FEATURE	DESCRIPTION
	The service level options listed below vary by need and skillset. Response times are subject to local availability. Park Place Technologies Remote Hands offering is not a replacement for projects or maintenance contracts. Contact your Park Place Technologies sales representative for more information.
Service Level Options	For supported products, Park Place offers these service levels: • Same Day • Next Business Day (NBD) • Scheduled (2+ Days)
Same Day	• Request Window: Anytime • Service Window: Normal business hours; 0800 to 1700 (local time) at the location where services are to be provided. • Onsite Arrival Time: Park Place will use commercially-reasonable efforts to arrive "as soon as possible". In the event arrival time extends to the next business day from initiation, Park Place will consider the service delivered under NBD rates.
NBD	• Request Window: Anytime • Service Window: Normal business hours; 0800 to 1700PM (local time) at the location where services are to be provided. • Onsite Arrival Time: The next business day after request
Scheduled (2+Days)	• Request Window: Anytime • Service Window: Normal business hours; 0800 to 1700 (local time) at the location where services are to be provided. • Onsite Arrival Time: A minimum of two (2) days advance notice
Service Requests	Service requests are scheduled: pre-approved task(s) that require a Park Place engineer to be dispatched to your site. • The tasks should be well-defined by your technology services organization • Tasks are typically scheduled in advance with liberal service levels (Next Business Day or 2+ Business Days) • Tasks are limited to not more than five (5) continuous days to complete

TASK DESCRIPTION	FIELD TECHNICIAN	FIELD ENGINEER	SR. FIELD ENGINEER
Escorting a vendor within the Customer facility	X	X	X
Asset reboot	X	X	X
Site audits	X	X	X
Asset Tagging	X	X	X
Unpacking systems following shipment/delivery	X	X	X
Documenting asset serial numbers and key information	X	X	X
Media Loads and Daily Tape Handling Services	X	X	X
Performing visual equipment checks and scheduled data center walkthrough	X	X	X
Plugging in a console port for remote management	X	X	X
Physically relocating (i.e. moving) an asset within the same data center	X	X	X
Cabling assets (power, network, ILO, etc.)	X	X	X
Performing media loading and handling per Customer instructions and Customer provided shipping materials	X	X	X
Performing tape media scratch count	X	X	X
Reviewing and/or relaying of system or console messages	X	X	X
Performing visual inspection of devices to assess equipment status	X	X	X
Performing visual inspection of a rack Power Distribution Unit (PDU)	X	X	X
Report any malfunctioning or non-working equipment or other defective conditions at the Premises including the following: flickering or non-working lights; inoperative or malfunctioning	X	X	X
Inform Customer of any sub-quality work practices or health and safety issues	X	X	X
Install, Move, Add, Change, and De-install (IMACD)		X	X
Assembling and configuring servers, storage arrays, and networking gear (including Cisco)		X	X
Racking servers, storage arrays, and networking gear		X	X
Server installations and decommissioning.		X	X
Performing a site audit and/or inventory		X	X
Data center walk through to identify problems.		X	X
Assisting with asset deployment (basic)		X	X
Verifying KVM operation		X	X
Typing and submitting commands to systems at the direction of the Customer		X	X
Preparing an asset for disposal per Customer provided instructions (does not include actual disposal)		X	X
Performing investigation of in-rack cabling or connectivity		X	X
Replacing in-rack cabling or making changes to connectivity		X	X
Performing firmware and or patch installation (Park Place Technologies cannot provide the patch itself, but can perform the installation)			X
Assisting with asset deployment (complex)			X
Collaborating with Customer facilities personnel relating to an open incident			X
Installation of Customer provided and specified CAT3, CAT 5E, CAT 6, CAT-6a & Coaxial Copper Cable within the Rack.			X

OPTIONAL FEATURES	
Service Delivery Manager	Park Place Technologies can assign a Service Delivery Manager (SDM) to work closely with your IT management. The SDM will familiarize themselves with your policies and procedures and create a customized support plan for your account. The SDM oversees incident escalation, enlisting the skills of appropriate Park Place Technologies resources to ensure problems are resolved and service level agreements are met.
Service Activity Review (Quarterly)	A Service Activity Review (SAR) will be conducted quarterly instead of annually. Many large organizations prefer more frequent review of service activity.