

Support Services Intelligent Hands

VIRTUS provides extensive IT maintenance capabilities within the data centres, on behalf of the customer.



VIRTUS
Data Centres

+44 (0)20 7499 1300
© Virtus Data Centres

Twitter: @VirtusDCs
In: Virtus Data Centres

info@virtusdcs.com
www.virtusdatacentres.com



IT installation and maintenance support within VIRTUS' data centres is an important element of the customer's deployment within the facility. VIRTUS' certified IT engineers/technicians are available on a 24/7/365 basis, ready to assist with unplanned, scheduled or regular recurring tasks. Competitive pricing and extensive capabilities allow customers to use VIRTUS' data centres in a 'lights out' capacity; managing remotely, while utilising the VIRTUS Intelligent Hands service for their on-site needs.

Support Levels provided

VIRTUS Intelligent Hands provides customers with Levels 1 and 2 IT technical support capabilities. Level 3 IT technical support can also be arranged on a pre-agreed basis and is dependent on a full analysis of the customer IT deployment and ongoing requirements.

VIRTUS engineers will typically perform the following activities as required:

- › Pre-installation handling
- › Physical installation of customer's cabinets, shelves and cards
- › Running and termination of all power and telecommunications cabling
- › Assisting the customer with installation of their equipment
- › Labelling cables and equipment
- › Tracing cables and connectors

Each commercial option is backed with a comprehensive SLA and utilises the service desk and VIRTUS Intelligent Portal to provide request, tracking and reporting of the Intelligent Hands task.

Intelligent Hands – Installation

The engineer can provide installation of cabling, ducts, trays, cabinets and other passive hardware for customers. Intelligent Hands - Installation activities are always performed on 'powered off' equipment. All installation work is documented in the appropriate registration system and cables and equipment are labelled according to prevailing industry standards. Installation work is completed and verified in accordance with the data centre's rules and regulations, as appropriate.

Intelligent Hands – Rapid response

Once a customer raises a 'Trouble Ticket' through the service desk or via the VIRTUS Intelligent Portal, an engineer will respond within 15 minutes and will begin to work on any type of active equipment based upon customer instruction. The main objective for the engineer during troubleshooting is to get the non-functioning equipment up and running as quickly as possible and under the (remote) control of the customer.

- › VIRTUS engineers will typically perform the following activities as required:
- › Re-boot
- › Switching a toggle
- › Setting a dip-switch
- › Re-setting, re-booting equipment as required
- › Securing cabling to connectors
- › Observing, describing or reporting on indicator lights or display information on machines or consoles
- › Basic observation and reporting on the local environment in VIRTUS premises
- › Cable organization, tie raps or labelling
- › Modifying basic cable layout
- › Power cycling resetting
- › Cable patching
- › Checking alarms for faults
- › Associated administration for closing out the 'Trouble Ticket' and any paperwork required by the customer

Intelligent Hands - Scheduled maintenance

In addition to rapid response, customers are able to pre-schedule many of the support tasks for either a known future date/time or on a regular recurring basis.

The VIRTUS Advantage

All VIRTUS colocation options benefit from the following standard features:

- › Uptime Institute certified design – Tier III
- › Lowest total cost of service in London
- › 24/7/365 onsite security and customers support
- › Access controlled Entry/Egress and CCTV
- › Power delivered via shared iPDU's configured 2N
- › Cooling delivered via shared cooling units configured N+1
- › Power SLA delivered on rack (plug-set) level
- › Multi-point VESDA Fire Detection system
- › Marioff 'Hi-Fog' Fire Suppression system
- › Building Management and Power Monitoring Systems
- › Access to the VIRTUS Intelligent Portal (VIP) with full DCIM capability. The VIP is a web tool which offers customers the same level of control over their data centre deployment as if it was their own data centre
- › The VIRTUS Market Place provides customers with an easy way to find, discover and connect to the VIRTUS ecosystem of best-of-breed partners and suppliers
- › Internet Peering with the London Internet Exchange (LINX)
- › Full range of interconnect options:
 - › Dark fibre
 - › Ethernet
 - › IP
- › Public and Private Cloud solutions
 - › Direct access to Amazon Web Services and Microsoft Azure

About VIRTUS

VIRTUS owns, designs, builds and operates a new generation of agile, connected, efficient data centres around the heart of London's cloud and digital content economy. Located within London's metro, VIRTUS offers the best of traditional retail colocation including limitless connectivity, dedicated support and complementary ecosystems, combined with the low cost, scalability and custom solutions of the wholesale model, in uniquely flexible and customer friendly packages.

For more information please go to: www.virtusdatacentres.com or contact us on twitter: [@virtusdcs](https://twitter.com/virtusdcs)



Virtus Data Centres | 2nd Floor, Kent House | 14-17 Market Place | London W1W 8AJ
T +44 (0)20 7499 1300 | [@VirtusDCs](https://twitter.com/VirtusDCs) | info@virtusdcs.com | www.virtusdatacentres.com

VIRTUS
Data Centres