



Remote Hands

Digita Data Center



DIGITA

We make it possible. You benefit.

Remote Hands

Sometimes you have to access servers quickly and physically. We are here for you. Use Digita's Remote Hands service to ensure the availability and continuity of services.



Remote Hands Services

- Technical presence in the data center where necessary
- Technical fault repair service
- Hardware installations and configurations
- Equipment rack installations
- Hardware component installations and removals
- Reception of hardware deliveries
- Hardware inventories
- Maintenance of wiring installations
- Wiring client hardware to enclosures
- Cross connections
- Hardware transfers in and between Data Center rooms
- Visual authentication
- Secure storage services



Service Hours

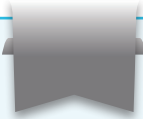


- 24/7 service center
- Services must be agreed in advance

With our Remote Hands service, our Data Center customers can outsource their physical presence in data centers to Digita's technical experts.

There is a range of expert services available to make your day-to-day life easier when part of the operation is done on site.



Remote hands price list

 <h2>Silver</h2> Service rate 1.840€/year Urgent Remote hands service six hours (max 6 visits) Site orientation (1PC)	 <h2>Gold</h2> Service rate 3.519€/year Urgent Remote hands service six hours (max 6 visits) Site orientation (2PC) Fiber pairs (2PC) Cross-connects (10PC)	 <h2>Platinum</h2> Service rate 6.860€/year Urgent Remote hands service twelve hours (max 12 visits) Site orientation (2PC) Fiber pairs (4PC) Cross-connects (20PC)
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Remote hands service

Remote hands service

Standard.....	105€ / hour
<ul style="list-style-type: none"> • Service lead time: three working days 	
Startup fee for Urgent service	410€ / visit
Urgent	140€ / hour
<ul style="list-style-type: none"> • Service lead time: one hour 	

Fiber Connections

Fibers between the customer rack and ODF (in MMR) are drawn in bulks.

Fibers between racks and ODF (MMR solution)

Implementation fee for patch panel (24 fibers)	1.200€ (OTDR +200€)
Implementation fee for patch panel (48 fibers)	1.800€ (OTDR +300€)
Implementation fee for patch panel (96 fibers)	3.000€ (OTDR +500€)

Fibers between Digita DC premises

Monthly fee	65€/fiber pair
Single cross-connection in Digita MM-cabinet.....	105€



Contact



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