

REMOTE HANDS

With ColoHouse Remote Hands, you are able to quickly respond to emergencies, reduce travel time to and from our data center, improve equipment uptime and reduce the cost of infrastructure management.

CABLING



- Common tasks performed include cable termination and moving, securing or swapping existing cabling.

RACK & STACK



- Tasks such as installing equipment, moving or discarding boxes or hardware - and cleaning of customer colocation space can be performed.

TROUBLESHOOTING



- ColoHouse technicians perform troubleshooting, verify device status or "heartbeat checks", swap equipment, plug-in serial cables, work with you using team viewer and more.

CONNECTIVITY



- Functions may range from circuit testing and diagnostics to circuit migrations, IP assignment, signal checks and cable swaps.

MEDIA MANAGEMENT



- ColoHouse will swap tapes, storage media or removable media as well as replace hard drives and burn CD's.

INVENTORY & AUDITING



- Tasks may include full or partial space audits, labeling, photographing colocation space, tracing cross connects or verifying power consumption.

ACCESS



- Customer-authorized vendors and consultants can be escorted to and from colocation space - and monitored until completion. ColoHouse technicians also assist with access requests and lockouts.

SHIPPING & RECEIVING



- Packing, labeling, unpacking and inventory of boxes and equipment can be performed at request.

STORAGE & MATERIAL MANAGEMENT



- Technicians will confirm package receipt, place or install shipped equipment in your colocation space - or store your packages in our loading unit.

ColoHouse aims to deliver excellent colocation services in all aspects - thus, most support services are free of charge. From our 100% uptime Service Level Agreement to remote hands, cabling and shipping, we strive to be an extension of your staff.