REMOTE HANDS

When your business is in a different city or even country than your IT infrastructure, local support is essential. When you colocate at one of Leaseweb's secure, advanced data centers, we offer Remote Hands to keep your business connected, maintained, and provisioned.

All Leaseweb colocation customers receive our Basic Remote Hands package at no charge. With this pack requests are processed within 12 hours, 7 days a week, and charged at our standard hourly rate. An upgraded Remote Hands package provides faster response times, priority access to our certified engineers, free minutes, and reduced pricing for support minutes exceeding the package allowance. Businesses demanding the highest level of performance and uptime for critical applications and websites find this offers particular value.

Remote hands packages

	BASIC	BRONZE	SILVER	GOLD	PLATINUM
FREE PHONE SUPPORT	24/7	24/7	24/7	24/7	24/7
RESPONSE TIME	12 HOURS	4 HOURS	2 HOURS	1 HOURS	30 MINUTES
ENGINEER ON SITE WITHIN	12 HOURS	6HOURS	4 HOURS	2 HOURS	2 HOURS
SUPPORT MINUTES INCLUDED	0	30	60	90	120
ADDITIONAL SUPPORT MINUTES PACKAGE PER 30 MIN	€45	€40	€36	€31	€27
SUPPORT HOURLY RATE OUTSIDE OF PACKAGE	€99	€89	€79	€69	€59
PRICE/MONTH	€0	€85	€160	€320	€650

Remote Hands activities

- Removal, installation, and configuration of hardware components
- Testing of cabling for continuity and proper signaling
- Installing, replacing, removing, inventorying, and labeling of equipment
- Cassette exchange, storage, retrieval, and transport
- Power cycling equipment
- Visual verification to assist in troubleshooting
- Wiring of patch panels and equipment
- Routine diagnostics

Let's discuss the details

Please contact one of our sales representatives to discuss the package best suited to your needs and to ensure you have the services that are most advantageous for your organization.