



# IRON MOUNTAIN SMART HANDS

WITH IRON MOUNTAIN SMART HANDS, DATA CENTER MANAGEMENT IS EASY AND EFFECTIVE. OUR HIGHLY SKILLED TECHNICIANS ARE THERE WHEN YOU CAN'T BE, PROVIDING A FULL RANGE OF SERVICES TO HELP MANAGE YOUR INFRASTRUCTURE AND MAXIMIZE OPERATIONAL UPTIME.

## EXTEND YOUR WORKFORCE WITH HELP FROM IRON MOUNTAIN SMART HANDS

We offer a wide range of support services, whether you require assistance while onsite or from a remote location.

- › Delivered by highly skilled technicians you can trust
- › Available onsite 24/7/365
- › Acknowledgement of your request within 30 minutes or it's free
- › Repeatable, vetted and documented processes and procedures
- › Efficient ordering at any time, from anywhere

**OUR FULL OFFERING OF SMART HANDS SERVICES IS AVAILABLE AT EVERY OPERATIONAL IRON MOUNTAIN DATA CENTER.**

### OUR SERVICES INCLUDE:

#### CUSTOMER HARDWARE SUPPORT

- › Hardware reboots
- › Inventory services
- › Cold/hot swaps
- › Rack and stack
- › Labeling services

#### POWER AND NETWORK

- › Structured cabling
- › Circuit signal tests
- › LED-relay status
- › Cross connect verification
- › Remote testing assistance

#### GENERAL AMENITIES

- › Trash removal
- › Visual inspection
- › Car/server lift delivery
- › Lock reset
- › Tile services
- › Ready to ship

# FLEXIBLE SMART HANDS PRICING

We know it can be difficult to predict your Smart Hands needs. That's why we offer flexible engagement options, from monthly retainers to pay-per-use pricing.

## MONTHLY RETAINERS

If you want Smart Hands assistance on a budget, a monthly retainer is the most cost-effective option. Retainers offer discounted hourly pricing with a one hour per month minimum commitment. Labor hours exceeding the monthly retainer are invoiced at Pay-Per-Use hourly rates.

## PAY-PER-USE PRICING

If you only have occasional needs or aren't sure how much service you'll require, we offer all customers the ability to request pay-per-use Smart Hands hourly billing at standard local rates, billed in 15-minute increments.

SMART HANDS COST PER LOCATION		
SITE	RETAINER HOUR(S) PER MONTH	HOURLY PAY-PER-USE RATE
<b>NORTH AMERICA</b>		
AZP-1 & 2	\$ 100.00	\$ 200.00
AZS-1	\$ 100.00	\$ 200.00
BOS-1	\$ 100.00	\$ 200.00
DEN-1	\$ 100.00	\$ 200.00
KCM-1	\$ 100.00	\$ 200.00
NJE-1	\$ 100.00	\$ 200.00
OHS-1	\$ 100.00	\$ 200.00
VA-1	\$ 100.00	\$ 200.00
WPA-1	\$ 100.00	\$ 200.00
<b>ASIA</b>		
MUM-1	\$ 100.00	\$ 200.00
NCR-1	\$ 100.00	\$ 200.00
PUN-1	\$ 100.00	\$ 200.00
SIN-1	₹ 100.00	₹ 200.00
<b>EMEA</b>		
AMS-1	€ 100.00	€ 200.00
FRA-2	€ 100.00	€ 200.00
LON-1	£ 100.00	£ 200.00

WE'RE HERE FOR YOUR CHANGING BUSINESS NEEDS

[IRONMOUNTAIN.COM/DATACENTERS](https://www.ironmountain.com/datacenters)



## ABOUT IRON MOUNTAIN DATA CENTERS

Iron Mountain Data Centers operates a global colocation platform that enables customers to build tailored, sustainable, carrier and cloud-neutral data solutions. As a proud part of Iron Mountain Inc., a world leader in the secure management of data and assets trusted by 95% of the Fortune 1000, we are uniquely positioned to protect, connect and activate high-value customer data. We lead the data center industry in highly regulated compliance, environmental sustainability, physical security and business continuity. We collaborate with our 2,000+ customers in order to build and support their long-term digital transformations within our 3.5M SF global footprint spanning 3 continents. For more information, visit [www.ironmountain.com/data-centers](https://www.ironmountain.com/data-centers).

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