Augment Your IT Staff with A Phone Call

DRFortress offers on-demand, technical support for customers requiring remote physical assistance. Remote Assistance services help our customers enhance their productivity and reduce costs by eliminating the need to dispatch your own technical personnel to the DRFortress facility to perform simple IT operations/tasks. These services allow your IT staff to remain focused on your company's strategic IT initiatives while ensuring 24/7 assistance for remote management of your equipment hosted at DRFortress.

DRFortress' Remote Assistance services can be used for both the initial installation and staging services to augment your IT staff during initial installation and configuration of new services or as an extension to your IT staff to handle on-going routine tasks within the DRFortress data center.

Our Remote Assistance Services provide you with a broad range of support services that include the following:

- Colocation installation & configuration services
- On-going technical assistance services
- Regulatory audit compliance assistance for clients

Key Benefits

Our ultimate goal is to help our customers manage their equipment at DRFortress as easily as possible and provide the following benefits via our Remote Assistance services:

- Free on-site support during normal business hours for basic tasks and non-emergency troubleshooting
- Free 3rd party audit compliance assistance
- Convenient, 24 x 7 on-demand access to our on-site technicians
- Decrease response time and maximize operational up-time
- Reduce travel costs by preventing trips to the data center for everyday activities
- Augment your IT staff and enhance your productivity
- Allows your IT staff to maintain focus on their strategic, longer-term projects

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Colocation Installation & Configuration Services

Clients can utilize the DRFortress Colocation Installation Services to reduce installation costs by avoiding technician time and air travel costs to the DRFortress facility. The DRFortress technical team is available to receive equipment shipments, unpack, rack mount, cable, label and inventory client equipment according to written specifications. The following are typical installation and configuration services that are performed by the DRFortress on-staff technicians:

- Coordinate delivery and receipt of equipment with your IT Staff and 3rd party shippers
- Inspection, inventory and temporary storage of equipment received
- Finalize rack layout configurations with your IT staff prior to equipment and cabling installation
- Ensure adequate power services and PDUs have been installed in rack
- Rack/stack equipment into your cabinet/cage
- Network/equipment cabling installation and labeling
- Initial equipment/network turn-up signal testing & troubleshooting
- Photo & diagramming of each rack prior to power turn up
- Coordinate powering-up services with your IT staff
- Coordinate 3rd party circuit/connectivity turn up

On-going Technical Assistance Services

The DRFortress on-staff technicians can perform the following on-going technical support services:

- Power cycling servers, routers, switches and equipment/component resetting
- Providing visual verifications to assist in remote troubleshooting
- Console command line operations
- Circuit testing and troubleshooting
- Extend patch cables from the patch panel to equipment
- Moving cable/cabling connections
- Adding, removing, and verifying a demarcation
- Install, replace or remove equipment, such as a router, switch card, disk drive, etc.
- Monitoring and environment reporting
- Conference room setup including AV equipment setup
- Management of colocation equipment components (e.g. cards, drives, memory)
- Daily tape back-up support/management

Regulatory Audit Compliance Assistance for Clients

DRFortress' Remote Assistance services include assistance with customers' own regulatory and compliance audits regarding physical security of their IT infrastructure and data center services. These services are provided at no charge to our colocation customers.

DRFortress provides assistance by escorting 3rd party auditors (with customer approval) through the facility in order to verify compliance to policy & procedures, help provide responses to due diligence inquiries, and ensure that the DRFortress facility and our Security/Operations staff members meet audit requirements. We are fully committed to assist with compliance requirements and have successfully assisted our customers meet FDIC, HIPAA, PCI, Sarbanes Oxley, SAS 70, and innumerable other standards.

Remote Assistance Tracking and Billing

DRFortress' Remote Assistance services can be ordered on demand via phone, email or through the DRFortress Customer Support Portal (CSP). Remote Assistance services are tracked in 15-minute increments and can be ordered "On-Demand" or by "Subscription" in hourly blocks.

DRFortress understands the value of not needing to drive or fly to our data center to do minor work. We include basic non-emergency data center Remote Assistance services at no charge during local business hours for colocation customers as part of our services. This means that if you need a power button pushed, a cable checked, or CD inserted, our on-staff technicians can help you at no charge. As a general rule, any non-urgent requests that take our support engineers 15 minutes or less to perform is something we'll do at no cost. For assistance requiring 30 minutes or more, a basic Remote Assistance fee based on an hourly rate will be assessed.

Non-Emergency Remote Assistance Services included at no charge for our Customers (8am – 5pm local HST time):
- Physically power cycling a firewall, router, switch, or server.
- Re-seating a network, drive, or other cable.
- Checking a network activity light, firewall status light on bezel, or looking for an error displayed on a console screen.
- Receiving CD, DVD, or tape and placing it in your equipment.
- Welcoming and escorting of pre-approved and scheduled vendor to client's equipment.
- Replacing a patch cable in a rack (there may be a cost for the cable unless client provides it).

Billable Remote Assistance Services (fall outside of our basic service and are billable):
- Emergency service or urgent requests demanding immediate attention during business hours or requiring support outside of business hours.
- Assisted troubleshooting of co-located equipment that takes support engineers longer in coordinated support with client.
- Installation services–racking appliances, switches, routers, firewalls, servers, or other equipment.
- Un-racking, packing, and shipping equipment to another location.

Contact us for more information or to arrange a free evaluation.
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