



SERVICE GUIDE

Smart Hands & Eyes

SERVICE OVERVIEW

Aptum Smart Hands & Eyes service provides colocation customers with access to a team of highly trained IT professionals to assist them with the day-to-day maintenance of their mission-critical infrastructure. This service provides customers with the peace of mind that they no longer have to be physically present in an Aptum data center to perform routine operations or deal with performance issues. Aptum's technicians will operate as an extension to our customers' IT team and act as their "hands and eyes" to perform various maintenance tasks on their behalf.



BENEFITS

When customers are searching for the right data center provider, they are looking for a partner who can provide access to a safe, secure, and efficient environment, as well as someone with the capacity to assist with day-to-day labor-intensive routine maintenance tasks. This support frees up time for customers, allowing them to focus on their core business.

Aptum's Smart Hands & Eyes service provides customers with:

Cost-effective service

Augmenting IT staff with Aptum's onsite technicians allows customers to avoid dispatching field services personnel, which often results in out-of-office time, travel expenditures, and overtime costs.

Fast response times

Customers avoid traffic jams and receive a faster repair time through access to onsite industry-certified technicians.

Wide range of services

Our highly qualified IT professionals perform a full spectrum of services from environmental monitoring to tape rotation.

Peace of mind

Customers no longer have to worry about physically being onsite to deal with performance issues. Our staff will take care of routine maintenance, allowing customers to concentrate on their core business.

OPERATIONS

Aptum's Smart Hands & Eyes service provides customers with day-to-day remote operational support. The service is available at data centers in Canada, the United States and the United Kingdom.

Canada

- **Locations:** Montreal (Kirkland, Beaver Hall), Toronto (Front, Pullman, King, Horner, Barrie), Vancouver
- **Business hours:** Monday to Friday, 9 a.m. to 5 p.m. local time
- **Charges:**
 - During business hours: \$300/hour, 1 hour minimum, 15-minute increments
 - After business hours: \$400/hour, 1 hour minimum, 15-minute increments and Expedited Fee \$550/hour

U.S.

Locations: Los Angeles, Miami, Virginia, Atlanta

Business hours: Monday to Friday, 9 a.m. to 5 p.m. local time

Charges:

During business hours: \$250/hour, 1 hour minimum, 15-minute increments

After business hours: \$300/hour, 1 hour minimum, 15-minute increments and Expedited Fee \$450/hour

U.K.

Location: Portsmouth, Heathrow

Business hours: Monday to Friday, 9 a.m. to 5 p.m. local time

Charges:

During business hours: £190/hour, 1 hour minimum, 15-minute increments

After business hours: £275/hour, 1 hour minimum, 15-minute increments and Expedited Fee £350/hour

Charges are in local currency



CAPABILITIES

Services that Aptum's technicians can perform on behalf of our customers include:

Power Cycling

- Pushing a button
- Switching a toggle
- Setting an external dip switch/jumper
- Manual power cycling to turn on/off your equipment

Cabling and Connections

- Securing cabling to connections
- Cable organization, tying or labelling
- Modifying basic cable layout, such as Ethernet connections
- Labelling and or re-labelling of cables/equipment

Visual Inspection and Reporting

- Observing, describing or reporting on visual alarms, indicators or display information on your equipment
- Basic observation and inspection of your IT infrastructure for general incidences
- Escorted access

Tape Rotation and Media Handling

- Inserting customer-provided media for application loading
- Changing pre-labelled customer-provided tapes on an incidental basis
- Tape rotation for your onsite and offsite storage

Equipment Installation

- Unpacking, mounting, installation and cabling of customer-shipped equipment based on your detailed instructions
- Installation, replacement or removal of a hot swappable and modular component such as a router/switch interface card, hard disk or power supply, based on your detailed instructions

Diagnostics and Maintenance

- Performing equipment diagnostic tests based on customer-provided or built-in diagnostic tools according to your instructions
- Entering basic commands



GENERAL RESPONSIBILITIES

Each responsibility associated with Smart Hands & Eyes is listed below. The primary owner of the responsibility (indicated with a ✓) is included in the appropriate column.

Note that a separate table for tape rotation services is included below. See Tape Rotation Process and Responsibilities for more information.

Support Requests

Responsibility	Customer	Aptum
1. Open Aptum Trouble Ticket for Smart Hands & Eyes by an authorized contact	✓	
2. Provide clear instructions on the task(s) to be performed and requested timelines (including cabinet/rack layout specifications)	✓	
3. Provide technical contacts <ul style="list-style-type: none"> • Contacts will verify submitted requests • Contacts must have knowledge of the current environment • Contacts must complete all testing once work is completed 	✓	
4. Verify data backup has been completed before work on the request begins	✓	
5. Process ticket		✓
6. Provide cabling and labelling schemes	✓	
7. Confirm release window for work to be performed		✓
8. Dispatch data center administrator		✓
9. Receive request, contact customer if applicable		✓
10. Call in for live phone support and validation of tasks being performed (if required)	✓	
11. Complete work request		✓
12. Update service request with actions, status, time used (to nearest subscription or demand increment)		✓
13. Notify customer of work completion and request acceptance		✓
14. Update documentation as required and close task		✓

Tape Rotation Process and Responsibilities

Aptum provides tape rotation as part of the Smart Hands & Eyes service. This service is delivered under instructions from the customer, as with all Smart Hands & Eyes requests. Tapes, CDs and other media formats can be rotated periodically in accordance with the customer's rotation policy and procedures.

Below is the Aptum responsibility table for tape rotation services.

Responsibility	Customer	Aptum
1. Provides, configures, and maintains equipment for tape backup in cabinet	✓	
2. Order media to be used for tape operations to Aptum data center	✓	
3. Informs Aptum data center team of pickup and drop off dates	✓	
4. Opens Smart Hands & Eyes request to preform loading/removal of media	✓	
5. Perform tape change operations physically at cabinet following instructions from the Smart Hands request submitted		✓
6. Inform customer of low stock of media or any other issues during tape change operations (also noted in Smart Hands request for documentation)		✓
7. Label and package media that is ready for pickup as instructed by customer		✓
8. Notify customer pickup is ready via Smart Hands request		✓
9. Order pickup of media from Aptum data center to offsite location	✓	
10. Notify customer via Smart Hands request when pickup was completed		✓

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