

ADDITIONAL DATACENTER SERVICES

# DATACENTER RHEIN-NECKAR

# Description Additional Datacenter Services

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## CONTENT

### General:

The DATACENTER Rhein-Neckar supplies additional services. Although an on-site presence may be necessary for certain operations, it is not efficient in all cases. The PFALZKOM | MANET Team can perform many useful services:

- Installation service
- Maintenance service (Remote Hands)
- Delivery and warehousing services

### Description:

At the DATACENTER Rhein-Neckar, we guarantee one-hour response times after acknowledgment of an order within the normal operating hours from 8:00 a.m. to 5:00 p.m. Monday to Friday (excluding public holidays in the state of Rhineland-Palatinate). As a standard service, deliveries on behalf of customers are also accepted during this time. Various other service options are possible outside of these times, according to individual agreement. All activities performed by PFALZKOM | MANET specialists under the framework of Remote Hands are solely initiated at customer direction and own risk. Generally, there is no insurance policy for stored devices or parts. Liability for operating errors or defects is expressly excluded. For more information, see the General Terms & Conditions.

### Installation service:

The startup operations of a new system are very time intensive. Companies can benefit in many areas from our installation service. The knowledgeable team at PFALZKOM | MANET takes care of everything from setting up (or dismantling) the entire infrastructure to the installation of your specific server hardware. Similarly, all cabling work (connections to the air circulation system, the power supply, and the data network), assembly of the server racks, and installation of the servers is professionally completed. All of the relevant details are documented and equipment is marked. All work is performed in compliance with current regulatory requirements.

- Cabling work: power, network, and patching
- Assembly and disassembly of racks / rack systems
- Installing hardware in the racks
- Documentation & marking
- System check (connection tests)
- Connection to electrical power (KVM switch)
- Switching on the unit (power supply)

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### Remote Hands:

PFALZKOM | MANET employs a specialist at the DATACENTER Rhein-Neckar who responds to telephonic notifications to perform actions on customer equipment. As directed by the customer and in the context of u.s. services, support is available for the following services:

- Dialog service (monitoring & descriptions of control lamps & displays)
- Inspect and secure cable connections
- Operation of buttons & circuit switches
- Reset & Reboot
- Switch On/Off (power supply)
- Modifications to cabling
  - Documentation & Marking
- Fault testing of device alarms
- Keyboard re-launch of software
- Exchange power units, hard drives with HotPlug
- Removable data storage service (CD, DVD, hard drive)
  - Connect / install media on the customer server
  - Disconnect / remove media

The customer provides a removable storage device to PFALZKOM | MANET. The PFALZKOM | MANET specialist will insert a CD or DVD in the drive specified by the customer, or connect an external hard drive to an external port of the computer/server. The required cables are also supplied by the customer. When the transfer is complete, the customer notifies the specialist and the disk is then removed from the drive or the external hard drive is disconnected.

- Documentation & Marking

### Delivery service:

The customers at DATACENTER Rhein-Neckar can arrange for direct deliveries to the computer center, with no need to be personally present at the site. PFALZKOM | MANET counts the packages and arranges for temporary storage. This includes:

- Accept packages at the DATACENTER Rhein-Neckar
- Compare contents with delivery note
- Inspect for external damage
- Prepare temporary storage
- Documentation & marking

### Temporary storage:

The customers at DATACENTER Rhein-Neckar have the opportunity to have the delivered goods stored for up to 14 days.

A liability or insurance does not generally exist for the packages delivered.