



# Data Center Remote/Smart Hands and Staffing Solutions



Sphaera provides knowledgeable, experienced and credentialed staff (CompTIA+, Schneider DCCA, BICSI ICT) to provide cost-effective, mission critical Data Center infrastructure support, including:

- Rack and stack
- Cabling and labeling
- Hardware component replacement
- Troubleshooting of physical ports
- MACD (Move, Add, Change, Delete)
- Smart/Switch PDU installation/replacement and configuration
- Overall visual equipment check
- Backup Tape rotations
- Rack/Cabinet cable optimization/remediation
- Cage/Room/Space cleaning



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## Services & Packages

**PHALANX™ Remote Hands and Eyes - On-demand, customer call-out to data center; works with customer IT resource as on-site physical support.**

### Ad Hoc Remote hands

- 1 Incident Acknowledgment within 30 mins (ticket)
- 2 3 Hour max on-prem response time (SLA)

### Subscription Remote Hands – 20 hour block p/mo for 12, 24, or 36 month contract terms

- 1 Incident Acknowledgment within 30 mins (ticket)
- 2 3 Hour max on-prem response time (SLA)

**LEGION™ Smart Hands - On-demand, customer call-out to data center, works independently and with customer IT resource to triage, troubleshoot and restore.**

### Ad Hoc Smart Hands

- 1 Incident Acknowledgement within 30 mins (ticket)
- 2 3 Hour max on-prem response time (SLA)

### Subscription Smart Hands – 20 hour block p/mo for 12, 24, or 36 month contract terms

- 1 Incident Acknowledgment within 30 mins (ticket)
- 2 3 Hour max on-prem response time (SLA)

**CENTURIAN™ Data Center Technician (Contracted on-site support for a specified block of time, performs myriad technical tasking as requested)**

### Dedicated Data Center Technician 40 hour block p/mo - 3 month minimum contract

- 1 Isolation troubleshooting
- 2 Server restoration via iDRAC/iLO
- 3 Power budget/phase balancing by cabinet/cage
- 4 Smart Cabinet PDU configuration and management
- 5 Endpoint configuration (IP, Subnet, Default Gateway) (continued on next page)

## Services & Packages (Contd.)

### CENTURIAN™ Data Center Technician (continued from previous page)

Dedicated Data Center Technician 40 hour block p/mo - 3 month minimum contract

- 6 IT Infrastructure Installation/De-installation
- 7 Device cabling / running Cross-connects
- 8 Site Inventory, Inspections, and Audit Services
- 9 RMA processing; hardware component replacements/upgrades (Drives, RAM, CPU, MoBos, etc.)
- 10 Airflow and hot spot testing (ballometer, anemometer, hygrometer)
- 11 Risk Assessments
- 12 Cat5e/Cat6/MMF/SMF termination, splicing and test/certification
- 13 Overhead conveyance installation, modification, removal (ladder rack, fiber tray, cage materials)
- 14 Migration projects – Physical and Virtual

### About Sphaera:

Sphaera (Greek – Sphere) is a trusted IT services partner that provides full lifecycle IT management to network service providers, enterprise data centers, and Fortune 2000 enterprises. With proven experience and expertise from design to decommission, Sphaera owns the complexity and risk when building & managing mission critical IT infrastructure and helps companies deploy critical wireless and IT infrastructure, enhance performance, align technologies with the needs of their business, and elevate the strength of internal IT departments to ensure technology is an enabler of business performance.

Sphaera is strategically headquartered in Hillsboro, OR, with major delivery hubs in the San Francisco Bay Area, Chicago, Atlanta, New York, Las Vegas, the “Texas Triangle”, and the Northern Virginia locales.