



**EVOSWITCH**

**SUPPORT SERVICES**

**As a leading provider of cloud- and carrier-neutral data center services, quality is in our DNA. EvoSwitch has the facilities and a team of qualified engineers to support you quickly and flexibly – wherever and whenever.**

We want you to focus on your company's core business without worrying about unpredictable costs, uncertain results and long lead times. That's why EvoSwitch is ready to serve you day and night, day in, day out.

#### **REMOTE HANDS AND EYES**

Getting qualified engineers to your IT equipment within minutes when there's a problem can be the difference between success or failure. The EvoSwitch Support Team is available 24/7, ready to solve issues before they turn into real problems. Making sure your business processes are kept up and running constantly.

Our priority is to maintain business continuity between you and your customers. For this reason, the EvoSwitch Support Team is onsite and on standby to solve urgent or unexpected problems and issues.

We offer direct support for:

- + Switching power of a device off and on
- + Connecting KVMs: Connecting a customer-owned KVM switch to a device
- + Connecting devices: Connecting devices like DVD/USB drive, consoles, cables etc
- + Replacing hardware: Replace broken parts like hard drives, memory, power supplies, RAID controllers, switches, servers, PDUs etc
- + Visual inspections
- + Answering your technical questions
- + Troubleshooting in-house cabling

## MIX AND MATCH

Matching service levels to your precise business needs is central to our service. On this basis, you can choose different response times according to how business-critical uptime is to you (see table below).

### CUSTOM PLANS

Is your office abroad? Or do you want the reassurance of having a fixed number of service hours each month? No problem, EvoSwitch can make a customized package for you to ensure you have the correct number of pre-booked hours with the desired response times at your disposal at an attractive rate. To find out how we can meet all your needs and wishes please call your Account Manager/Business Development Manager directly or mail your question to: [salesupport@evoswitch.com](mailto:salesupport@evoswitch.com)

### OTHER SUPPORT SERVICES

The Remote Hands and Eyes brochure is one of the Support Service Packages which EvoSwitch offers. Other Support services that EvoSwitch provide are "Smart Hands" and "Logistic Support Services". All services falling under the umbrella; EvoSwitch Support Services.



	SUPPORT LEVEL				
	BASIC	BRONZE	SILVER	GOLD	PLATINUM
<b>RESPONSE TIME TARGET</b>	Best effort	4 hours	2 hours	1 hour	30 minutes
<b>HOURS INCLUDED</b>	0	2	2	2	2
<b>PRICE (PER MONTH)</b>	N/A	€ 150 per month	€ 195 per month	€ 375 per month	€ 450 per month
<b>PRICING EXTRA WORK*</b>	€ 149 per hour	€ 75 per hour	€ 99 per hour	€ 125 per hour	€ 149 per hour

\* Additional work will be charged in increments of 15 minutes.