

NTT America Support Services

NTT AMERICA SUPPORT SERVICES

COLOCATION SUPPORT SERVICES – REMOTE HANDS

- Sign-on reboot of a server or network device
- Soft-boot or hard-boot of a server or network device
- Notation of external machine indicators – LEDs, LCDs
- Adding, removing or verifying a demarcation label within the customer space
- Verification of cable integrity
- Changing of pre-labeled, pre-ejected removable media, such as CDs
- Customer provided keyboard console commands
- Labeling customer equipment and cable connections
- Addition of cabling, rerouting of additional cabling
- Installation or removal of external devices or other customer equipment

HOSTING SUPPORT SERVICES

- CEC Managed Admin Time
- Platform Engineering Time
- OS Reinstall
- Patch Management
- Secure Entrance Change
- Emergency DNS Change

Quality Through Teamwork

Extending the value of our core hosting services, we also offer optional resources within our data centers to augment your internal IT staff and skills. Available through NTT America Support Services, experienced staff members provide you with on-site expertise to troubleshoot and maintain your hosted systems, on an as needed basis. You may utilize this service to complement your staff and for responsive, on-the spot, handling of operational requirements of your systems.

COLOCATION SUPPORT SERVICES

Colocation customers sometimes need an urgent or small physical task performed on their equipment. Instead of dispatching support personnel, it can be more efficient to use local NTT America staff as part of our Remote Hands offering. Remote Hands services include such things as:

- Installing or removing cabling and equipment
- Reporting status of equipment indicators
- Typing customer-provided console commands
- Soft-booting equipment
- Labeling equipment and/or cables

- Changing pre-labeled, pre-ejected media
- Verifying cable integrity

HOSTING SUPPORT SERVICES

NTT America experts are also available to perform many server-related tasks including:

- Application installation and troubleshooting
- OS reinstall
- Patch management

PRE-PAID PLANS

Customers who regularly use NTT America Support Services can choose monthly or annual plans that offer up to a 15% discount on a pre-defined spend.

MOVING FORWARD

Contact us today to discover how NTT America's Support Services can complement your in-house resources and skills to deliver an efficient, high performance IT infrastructure.



Microsoft Partner
Gold Hosting

CONTACT US TODAY TO GET STARTED:

Dial: 1-888-341-7867
Email: hosting@ntta.com
Click: www.us.ntt.com



NTT America