Smart Hands

Technical support you can trust

We offer a full range of services to optimize your infrastructure and maximize operational uptime and efficiency. The service is available worldwide in all our data centers, delivered by tenured local professionals you can trust 24/7/365.

Why choose Smart Hands?

**When you're short of time and resources, or you need a job done fast, we can help.
With Iron Mountain Smart Hands, data center management is convenient, fast and effective.**

Guaranteed response times

▲ Acknowledgement within 30 minutes or it's free

Vetted procedures

▲ Trained technicians use repeatable, vetted and documented processes

Anytime anywhere ordering

▲ Submitting an order is easy and efficient; just log in to the IMDC portal (imdc.service-now.com) and submit a request

"We needed a provider that could take a palletized delivery and provide a full rack and stack service. This wasn't a small or simple job ... and the IMDC teams did very well."
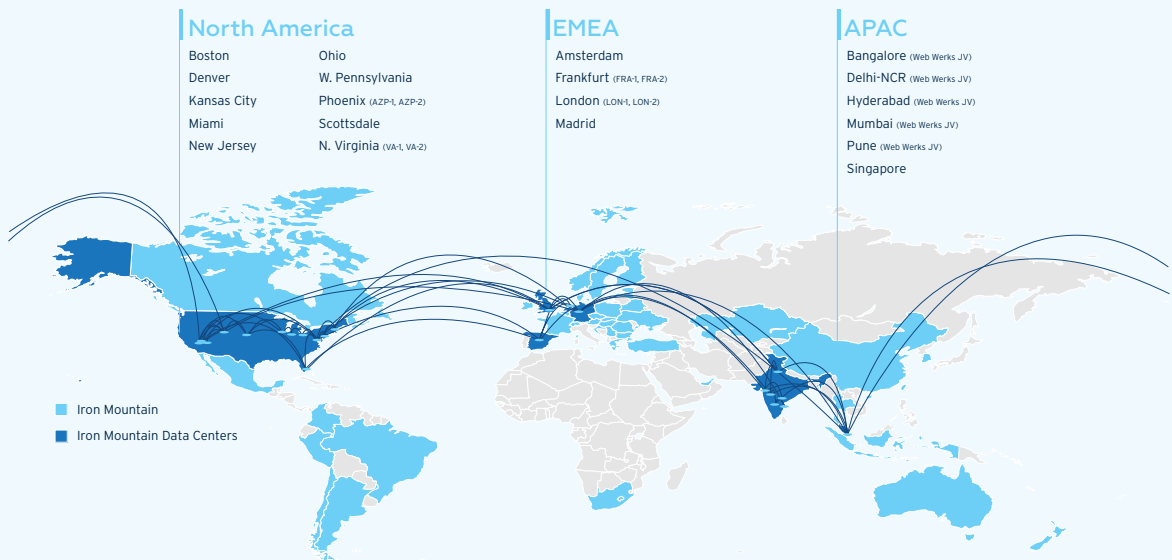
- **Krystal Hosting Ltd**

Services & options

All Smart Hands services are available round-the-clock at every Iron Mountain Data Centers facility worldwide

Smart Hands services include:		
Customer hardware support	**Power & network**	**General amenities**
▲ Hardware reboots ▲ Inventory services ▲ Cold/hot swaps ▲ Rack & stack ▲ Labeling services	▲ Structured cabling ▲ Circuit signal tests ▲ LED-relay status ▲ Cross Connect verification ▲ Remote testing assistance	▲ Trash removal ▲ Visual inspection ▲ Cart/server lift delivery ▲ Lock reset ▲ Tile services ▲ Ready to ship

North America

Boston	Ohio
Denver	W. Pennsylvania
Kansas City	Phoenix (AZP-1, AZP-2)
Miami	Scottsdale
New Jersey	N. Virginia (VA-1, VA-2)

EMEA

Amsterdam
Frankfurt (FRA-1, FRA-2)
London (LON-1, LON-2)
Madrid

APAC

Bangalore (Web Werks JV)
Delhi-NCR (Web Werks JV)
Hyderabad (Web Werks JV)
Mumbai (Web Werks JV)
Pune (Web Werks JV)
Singapore

■ Iron Mountain
■ Iron Mountain Data Centers

Flexible & competitive pricing

We know it can be difficult to predict your Smart Hands needs. That's why we offer flexible options with monthly Retainer or Pay-per-Use. Typical rates are in the region of $100 (or local equivalent) per hour for Retainer contracts, and $200 (or equivalent) for Pay-per-Use.

Monthly retainers	Pay-per-use
If you want Smart Hands assistance on a budget, a monthly retainer is the most cost-effective option. Retainers offer discounted hourly pricing with a one hour per month minimum commitment. Hours over and above the monthly retainer are invoiced at Pay-per-Use hourly rates.	If you only have occasional needs or aren't sure how much support you'll require, we offer all customers the ability to request pay-per-use Smart Hands hourly billing at standard local rates, billed in 15-minute increments.

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About Iron Mountain Data Ceters

Iron Mountain Data Centers operates a global colocation platform that enables customers to build tailored, sustainable, carrier and cloud-neutral data solutions. As a proud part of Iron Mountain Inc., a world leader in the secure management of data and assets trusted by 95% of the Fortune 1000, we are uniquely positioned to protect, connect and activate high-value customer data. We lead the data center industry in highly regulated compliance, environmental sustainability, physical security and business continuity. We collaborate with our 1,300+ customers in order to build and support their long-term digital transformations within our 4M+ SF global footprint spanning 3 continents. For more information, visit www.ironmountain.com/data-centers.