Datacenter Broker

Remote & Smart Hands Service Overview – Amsterdam

Service Description

We offer professional Remote & Smart Hands support across major Amsterdam datacenters. Our on-site technicians can assist with equipment installation, cable patching, diagnostics, reboots, and more, based on your instructions.

Standard Rates (Excl. VAT)

- €75/hour during business hours (Mon-Fri, 09:00-18:00 CET)
- €112.50/hour (150%) for evenings (Mon-Fri, 18:00-00:00 CET)
- €150/hour (200%) for nights (00:00-09:00 CET), weekends & Dutch public holidays

Billing Terms

- Services are invoiced upon completion
- Payment is due within 7 calendar days
- Disputes will be reviewed and resolved within 24 hours by management

General Conditions

- All services are provided under our general Terms & Conditions
- Client is responsible for ensuring access permissions and remote guidance
- In case of no access or delay caused by client-side, a minimum 1-hour charge applies

How to Request Support

Please send your request via our form or email with the following details:

- Datacenter name and location
- Task description
- Access instructions (badges, ticket #, remote guidance)
- Preferred time slot and urgency

We will confirm availability and ETA before executing any work.

Legal & Contact Information
Tradename: datacenter-broker.com (operated by Aldewereld Consultancy)
KVK-nummer: 61862533
BTW-ID: NL002168402B79
Vestigingsnummer: 000030927471
IBAN: NL09REVO4369506077
Registered Office: Nieuwe Hemweg 26, 1013CX Amsterdam

Terms & Conditions:
https://datacenter-broker.com/terms-and-conditions-of-service-or-datacenter-broker-colocation
Contact: quote@datacenter-broker.com | +31 20 210 1810