Remote & Smart Hands Service Overview

Service Description

We provide professional **Remote & Smart Hands support** across major Amsterdam datacenters. Our on-site engineers act as your trusted hands and eyes on location, assisting with equipment installation, cable patching, troubleshooting, and more. Fully according to your instructions.

Remote Hands (basic support)

Typical tasks include:

- Power cycling & reboot of devices
- Plugging/unplugging cables
- Visual hardware inspection
- Port verification & patching
- Escorting third-party vendors
- €50/hour during business hours (Mon–Fri, 09:00–18:00 CET)
- €75/hour (150%) for evenings (Mon–Fri, 18:00–00:00 CET)
- €100/hour (200%) for nights (00:00–09:00 CET), weekends & public holidays

  Minimum billing: 1 hour for Smart Hands, 30-minute increments thereafter for Remote Hands.

Smart Hands (advanced support)

Typical tasks include:

- Rack & stack servers, switches, and blade systems
- Hardware replacement (HDDs, NICs, memory, PSUs)
- Complex cable management & labeling
- Firmware upgrades, OS installs (on request)
- Advanced troubleshooting & connectivity testing
- Reporting with photos or video evidence
- Ask for a quote to scope your workproject on quote@datacenter-broker.com

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Billing Terms

- Services invoiced upon completion

- Payment due within 7 calendar days

- Disputes reviewed and resolved within 24 hours by management

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General Conditions

- All services are provided under our general [Terms & Conditions](#)

- Client must ensure access permissions and remote guidance

- If access is denied or delayed due to client-side issues, a minimum 1-hour charge applies

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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 execution.