

FACTSHEET

WHITE GLOVE IT SERVICES

REMOTE HANDS WHEN YOU NEED THEM...

At Verne Global, our strong customer focus means our remote hands service provides on-site solutions to the highest possible standards. Although you're always welcome in Iceland our remote hands service means your equipment will receive the expert attention it needs in a timely, efficient fashion.

Verne Global's technical personnel are highly experienced in supporting customers and trained to be the hands and eyes for the management of your infrastructure - enabling you to manage your business operations and maximise uptime.

Remote hands support includes:

- Pushing a button
- Switching a toggle
- Power cycling (turning on and off) equipment
- Resetting or rebooting equipment
- Securing cabling to connections
- Observations and reporting on indicator lights and machine display information
- Modifying basic cable layout, labeling or re-labeling of equipment
- Checking alarms for faults
- Replacement of components
- Anything else we can help with on-site: let our team know



"Upon sending a report to a customer that the fan on a piece of equipment was noisy, the customer looked at the temperatures and asked us to check the surrounding area.

Everything was showing as normal, but our technical support team sent a thermal image to show the piece of equipment was not performing as designed. An engineer was called to repair the item based on our findings."

**Tom Squirrell, Director of Customer Success
Verne Global**

Additional services also available:

- Virtual test and development capability
- Equipment rack and stack, test and turn-up
- Tape changes
- Take inventory of equipment, recording digital pictures and serial numbers
- Cabling between racks and MMR including fibre
- Moving equipment within your space and racks
- Any additional services as per your prescriptive procedures

Where made available by the customer, Verne's service technicians will follow documented procedures to perform requested necessary tasks. For more information on our White Glove IT Services contact: support@verneglobal.com