Colocation - Remote Hands Service

WaTech Advisory Council
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Colocation Service Definition

The WaTech Colocation Services provide data center facilities to customers who wish to locate IT equipment they operate in a secure, professionally managed, state-of-the-art data center.

WaTech's Colocation Service provides space, power, cooling, connectivity, and physical and network security for the server, storage, and networking equipment of WaTech customers

Remote Hands Service

Remote Hands is an addition to the current Colocation Suite of Services

Remote Hands is a set of staffing support services that enable Customers to use WaTech-managed staff to perform simple tasks on Customer owned IT equipment on the Customer's behalf

Remote Hands is fee-for-service

Remote Hands Service

Service Characteristics
- Performing actions at Customer's direction/instruction
- Requests tend to be ad-hoc rather than planned or project-based

Examples
- Cycling power on customer equipment
- Visual Equipment checks
- Installing equipment into a Customer enclosure (Labor Only)
- Plugging/unplugging cables
- Connectivity Installations (Labor Only)
- Tape Handling

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Benefits

Saves Time and Money
- No long trips to Quincy to resolve simple issues or perform simple tasks
- No overtime costs or flex schedules to compensate staff for after-hours trips to Quincy
- No travel costs or overnight stays
- No delayed project or operational tasks because key staff are in Quincy

Convenient to Use
- Orders placed through Servicedesk
- Can be ad-hoc – Lengthy planning activities not required
- Direct interaction between Customer technical staff and technical staff at Quincy

Service Deployment Strategy

Initial Deployment to WaTech Quincy Data Center facility

- Pay-As-You Go based on hourly rate ($150 per hour)
- 1-hour minimum
- Contact Servicedesk to order
- Fulfillment by Sabey staff
- Assessment

Deployment to WaTech Olympia Data Center facility to follow

- Pay-As-You Go based on hourly rate ($85 per hour)
- Fulfillment by WaTech staff

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Current Activities

Process Finalization

- Working out final details of order, fulfillment and follow-up/assessment

Terms of Service

- TOS development and reviews

Internal Service Review and Signoff

- Review by individual Service Owners, Cyber Security, Finance, OLS, etc.
- Publish to WaTech Service catalog

Questions?