



Managing data centers requires expertise and quick responses for operational efficiency. Trace3's Data Center Smart Hands Services provide expert on-site and remote support, ensuring seamless operations and allowing your team to focus on strategic priorities.

Trace3 provides unparalleled agility and flexibility with our Data Center Operations Smart Hands Service. Whether you need scheduled, dedicated, or on-demand support, we tailor our services to meet your specific needs. From full-time management of your data center to providing expert assistance only when required, we ensure seamless, efficient operations.

BENEFITS



MINIMIZED DOWNTIME

Rapid on-site response reduces the risk of outages, ensuring consistent uptime. Our technicians are trained to address issues quickly and efficiently, preventing minor problems from escalating. This ensures your critical infrastructure remains operational, safeguarding business continuity.



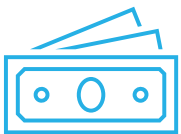
ENHANCED EXPERTISE

Access to skilled technicians 24/7 for a timely response to technical issues, no matter the complexity. Our team of highly trained professionals is equipped to handle both routine tasks and complex challenges, bringing a deep knowledge of diverse systems to ensure accurate problem resolution and optimal performance.



SCALABILITY

Support tailored to your evolving business needs. Whether you're scaling up during peak periods or downsizing temporarily, our flexible service model adapts to meet your requirements. This ensures you only pay for what you need without compromising on quality.



COST EFFICIENCY

Eliminate the need for in-house technical teams while accessing scalable, expert support. By leveraging Trace3's services, you can redirect resources to strategic projects and reduce expenses on training, equipment, and full-time staff.

For more details or to begin your Data Center Operations journey with Trace3, please contact your Trace3 representative or visit www.trace3.com



Data Center Operations Smart Hands offers real-time insights that enable quick issue identification and resolution. Trace3's certified experts maintain and optimize your data center operations, reducing downtime and enhancing overall system performance. With a focus on efficiency, our service allows your IT team to prioritize strategic initiatives.

YOUR DATA CENTER OPERATIONS, MANAGED

✓ Physical Support Services:

- Rack, stack, cable, and label equipment.
- Perform physical assessments and routine cleaning of racks.
- Execute decommissioning and disposal of outdated hardware.
- Replace hot-swappable parts and conduct power-cycle tasks.
- Ensure compliance with facility policies, including safety and environmental standards.

✓ Technical Support Services:

- Configure network devices (e.g., routers, firewalls, NICs).
- Diagnose hardware and connectivity issues.
- Provide remote console access and process hardware RMAs.
- Conduct initial hardware configurations with provided scripts for faster deployment.

✓ Proactive Services:

- Risk assessments and regular infrastructure reviews.
- Maintenance of documentation, such as rack elevation and port-to-port cabling matrices.
- Generate monthly performance and operational reports.
- Validate operations through before-and-after service checks.

✓ Compliance and Risk Mitigation:

- Ensure secure data center operations with thorough background checks.
- Meet compliance standards with documented processes and quality assurance.
- Provide third-party vendor oversight and validation to ensure service consistency.

ON SHORE SUPPORT IN NORTH AMERICA BASED DATA CENTERS

Trace3 provides services across multiple data center locations in North America and through vetted international partners. Contracts include flexible hourly commitments tailored to meet specific site and workload needs.



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