



**DATALEC**  
PRECISION INSTALLATIONS

# Intelligent Hands Managed Services

[datalecltd.com](http://datalecltd.com)

# ABOUT DATALEC

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Datalec Precision Installations Managed Services have been instrumental in delivering support services in the data centre and technology industry since 2012. Datalec's reputation has been built on offering its client base an agile, reliable, and precise service.

With an established reputation built on quality, flexibility and reliability Datalec constantly seeks how to better meet and exceed client expectations.

The company holds various industry certifications and accreditations. Through careful recruitment and rigorous training Datalec's critical industry qualifications and partner programs are well maintained.

**WE ARE  
HIRING!**

**We are always looking for great people to join our growing team.**

If you are interested in working at Datalec please send your CV to: [hr@datalecltd.com](mailto:hr@datalecltd.com)

# Datalec's Team of Field Technicians

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**Accredited with major manufacturers**

**Experienced migration technicians**

**Field trained to supplement experience**

**Accredited CNCI Field staff**

**Accredited technicians: Server+, Network+ status**



**Datalec delivers excellence**  
in international data centre construction, connectivity and managed services



# ABOUT INTELLIGENT HANDS MANAGED SERVICES

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**Intelligent Hands: providing technical support to the UK (24 x 7 x 365), Ireland, Mainland Europe, the US and the Middle East**

Datalec's Intelligent Hands Managed Services is a fast and reactive service that guarantees securing a suitable resolution to meet client needs, providing peace of mind and confidence.

A qualified data centre technician is deployed, within the agreed SLA, to attend to the clients' needs whilst providing regular updates on the status of a case using an integrated service platform. Whether the client has the need for break-fix support or Smart Hands they can rely on Datalec's Intelligent Hands.



**James Bangs**

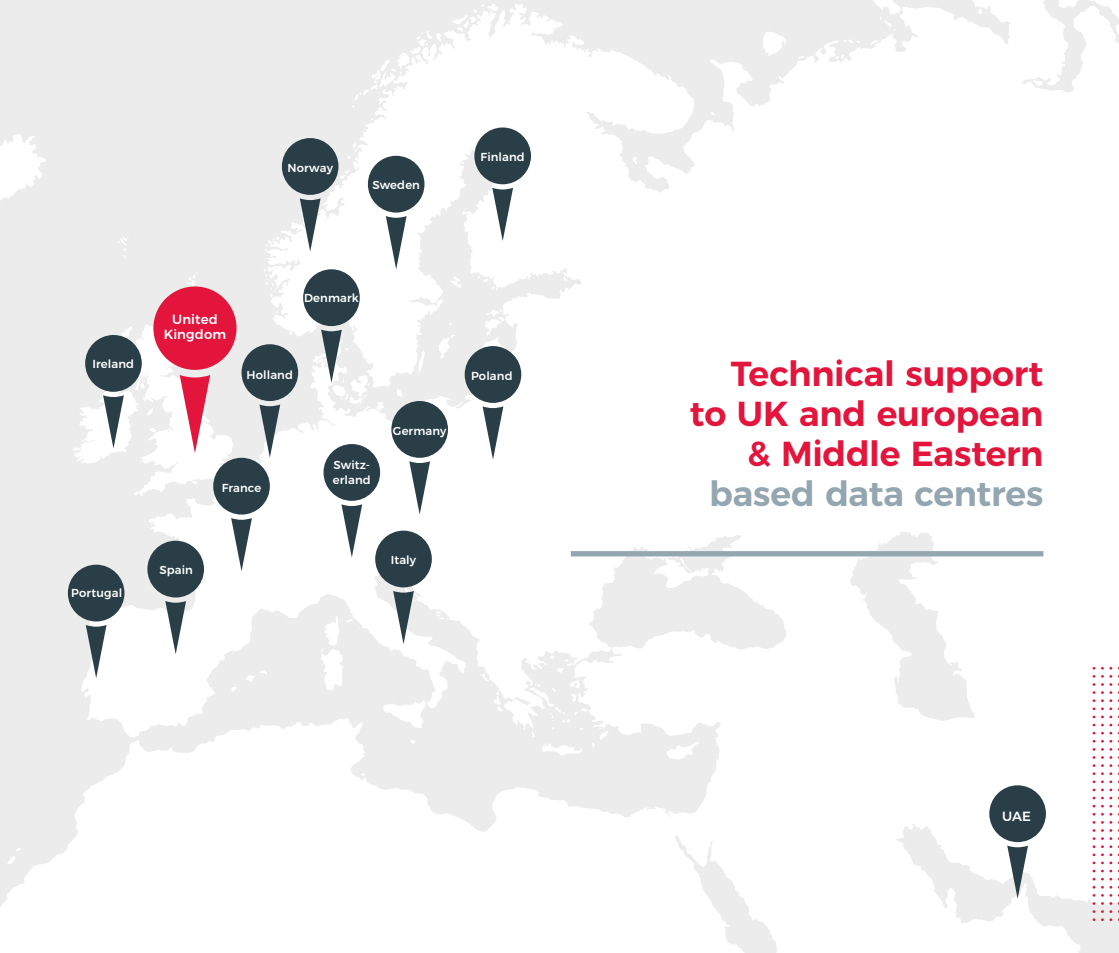
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**This is an outstanding service. Not only will it enhance operational efficiency for datalec's data centre clients, our reactive and flexible service options are specifically tailored to our customer's requirements and affords them the scalability needed to grow their business.**





**Technical support  
to UK and european  
& Middle Eastern  
based data centres**



  
**DIGITAL REALTY**

**“The Intelligent Hands Managed Service From Datalec Has Proven To Be A Real Asset To Our Business. Knowing That We Can Have Certified Engineers Available On A 24 X 7 X 365 Basis Provides Us With Complete And Invaluable Peace Of Mind. Their Responsive Service And Willingness To Go The Extra Mile Is Testament To Their Dedication To Clients And We Look Forward To Continuing Our Relationship With Datalec In The Future.”**

# What's available through intelligent hands



Structured cabling or port faults, repairs, and testing (including patching). Cable tracing as a part of break-fix.



Visual inspection of equipment and reporting observations.



Receiving deliveries or packaging media in preparation for customer collection.



Manual power cycle or reboot of equipment.



Audits and Data Destructions.



Datalec can provide a scheduled service based on equipment or customer requirements.

## Some examples of the intelligent hands service offering

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- Checking alarm status of equipment and provide fault investigation (where necessary).
- Hardware replacements.
- Loading and replacing media as directed by the customer.
- Operating scripts issued by the customer on the customer equipment.
- Patching services as per customer requests.
- Performing hard or soft resets/reboots of equipment upon request.
- Running system admin task.
- Site escorting or key holder duties.
- Structured cabling faults and rectification support (fibre and copper).
- System troubleshooting under the customer direction.
- Data destruction services.

**24 x 7  
x 365\***

**Datalec's certified technicians are available to assist with unplanned, schedule, or routine work within data centres on behalf of the customer.**

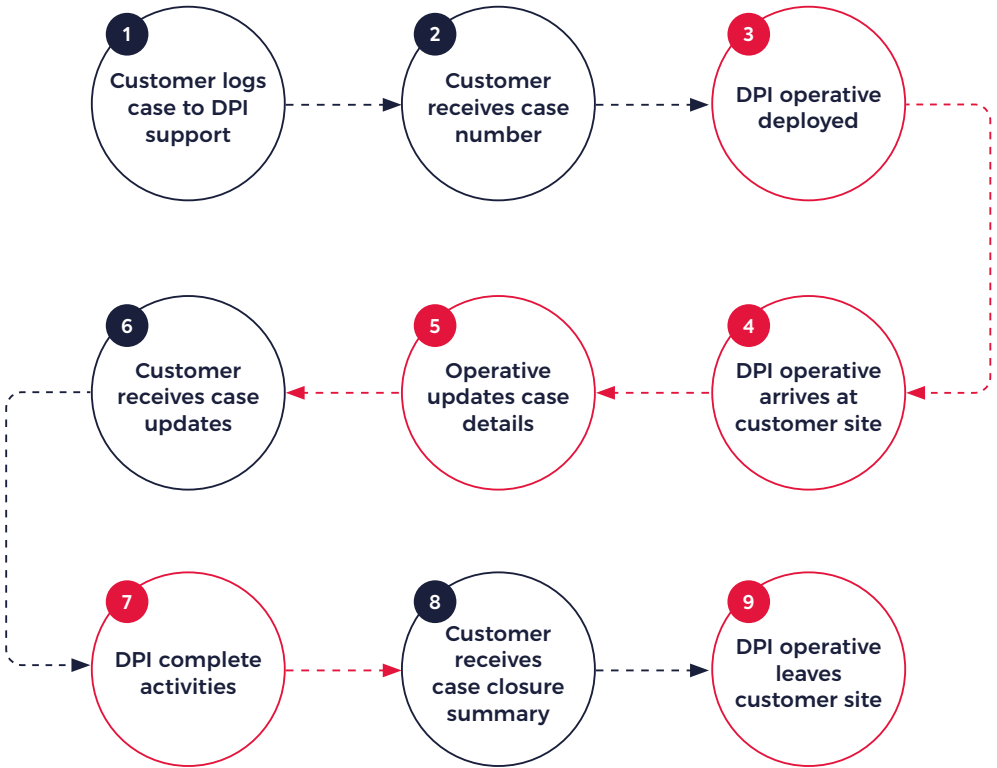
\* UK on a 24 x 7 x 365 basis. On-site technicians/technical services available in all other regions

# How the 24x7 call out works for high priority call outs

Once a client raises a case through Datalec's Salesforce CRM system a technician will respond within minutes. Based on the support levels, the reactive service will ensure that the case is dealt with within the agreed SLA, to ensure that every element of the case life

cycle is handled in accordance to industry standards.

A dedicated service coordinator is available during core office hours to attend to additional customer service needs.



○ Customer actions      ○ DPI actions



# Case priority ratings

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Wrap around care. Datalec's qualified team can perform a wide range of troubleshooting tasks, of **exacting standards, ensuring business continuity.**

## Critical call out service only



Significant business impact. DPI operative deployed

4 Hour SLA to attend (24/7)

### Key Deliverables

- Attend site
- Engage with customer
- Investigate case and provide analysis of issue
- Provide support through to case resolution

## Full wrap around care



Non-critical business impact

Next Business Day (Business hours or next working day)

### Key Deliverables

- Attend site
- Engage with customer
- Investigate case and provide analysis of issue
- Provide support through to case resolution



Limited or low business impact

With 2 business days or planned activity

### Key Deliverables

- Schedule activities
- Coordinate with customer to ensure case resolution

Datalec's service platform has the ability to integrate into existing customer systems, **saving time, money and training**

# REPORTING

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Datalec can produce monthly customised reports, generated directly from its service platform to provide clients with full transparency, traceability and insightful usable data for all cases raised in accordance with subscriptions, including but not limited to:

- Open / Closed Cases
- On Hold Cases
- Case Open time
- Usage per Month
- Planned events

## Resident technicians

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With demanding end customer SLA's and expectations, it may be cost effective for Datalec to offer on-site resident technicians for either core business hours or 24/7/365. This ensures that end customer expectations are met whilst mitigating risks and penalties to the landlords. This is invaluable as site knowledge is critical and by way of a resident you maintain continuity and achieve value for money.



### Benefits of on-site resident technicians:

- Structured cabling or port faults, repairs, and testing (including patching).
- Visual inspection of equipment and reporting observations.
- Hardware replacements.
- Loading and replacing media as directed by the customer.
- Operating scripts issued by the client on the client equipment.
- Performing hard or soft resets/reboots of equipment upon request and combine with 'Running system admin task'.

## Service offering includes:

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### Critical Infrastructure

- MEP Design and Construction.
- White and Grey Space Fit-Out.
- Technical Fit-Out.
- Connectivity.
- Electronic Security Solution.

### Managed Services

- Intelligent Hands.
- Migrations.
- Data Destruction.
- Technical and Critical Environment Cleaning.
- Customer Portal.

### Data Hall Manufacturing

- Aisle Containment.
- Caging Solutions.
- On-Site Powder Coating Facility.

### Consultancy Services

- Project Management.
- Programme/Portfolio Management.

## OUR COMMITMENT TO QUALITY AND INNOVATION

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Self-delivery is Datalec's commitment to providing the quality, consistency, and common exacting standards in workmanship that clients deserve and demand.

Constantly  
in **the pursuit**  
of **perfection**



COMMScope®



CORNING





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