

# Remote Hands Services

Providing the tools  
to help you advance


Plan Type	Pay & Go Commitment	Call Out Fixed Fee	Total Cost
1	1 Hour	£50	£100
2	2 Hour	£50	£150
3	4 Hour	£50	£250
4	8 Hour	£50	£450

Service Level Agreement: Guaranteed technician on site within 1 hour

## Tasks

- On-site technical assistance and troubleshooting
- Providing escorted access to site
- Installing, replacing or removing equipment
- Hard loop placement and removal
- Labelling/Inventory equipment plus digital picture and serial number recording
- Power cycling a router, server, switch and soft-booting servers
- Tape Backup: cassette exchange and storage in strongbox
- Assembling, installing and maintaining cabling
- Verifying cable integrity
- Adding, removing or verifying a demarcation
- Unpacking equipment from boxes, RMA and the shipping of replaced equipment
- Maintaining the site access log
- Dispatch, receipt and storage of spare parts

For 24/7 Remote Hands call +44 (0)333 011 3120  
or email [Support@AllAdvance.co.uk](mailto:Support@AllAdvance.co.uk)

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