

Expand “reach” and expertise with RemoteHands and SmartHands services that allow you to focus on your core business.

Arrive at the best technical decision for your organization with a team of highly experienced IT professionals committed to being flexible and responsive to your enterprise needs. Manage your operations from anywhere in the world and maximize operational uptime by utilizing Opus RemoteHands and SmartHands services. Remote services, performed by our skilled staff, reduces costs by eliminating the need to dispatch technical personnel to the data center.

KEY BENEFITS

- **Prevetted expertise** - Access to pre-vetted, experienced IT professionals eligible to work in federal restricted environments
- **Expanded service capabilities** - Access to the complete range of IT professional services including datacenter technicians, administrators, engineers, and senior engineers
- **Increase speed to innovate** - IT professionals experienced with cutting-edge technologies and implementing with commitment to optimization, high-efficiency, and green IT
- **Predictable cost** - pre-negotiated prices with established terms and conditions at the master contract level to simplify procurement
- **Full visibility** - Reporting and metrics as requested



FREE UP YOUR VALUABLE TIME BY LEVERAGING AROUND-THE-CLOCK EXPERTISE TO INCREASE UPTIME OF YOUR MISSION-CRITICAL EQUIPMENT AND SYSTEMS

Opus RemoteHands and SmartHands services are available on-demand or by subscription in pre-committed hourly blocks per month. Subscription customers can expect a 1-hour response time Service Level Agreement (SLA) providing them with a dependable resource for maintaining maximum uptime. On demand customers can expect best effort response time to their requests billed in one-hour increments.

*Solutions built for performance,
backed by SLAs*



SKILLED IT PROFESSIONALS EXTEND YOUR OPERATIONS AND MANAGEMENT CAPABILITIES ALLOWING YOU TO ACCESS YOUR PHYSICAL HARDWARE FROM ANYWHERE

Infrastructure continues to grow increasingly complex, while being necessary. For many enterprises, IT professionals are balancing needs ranging from maintaining security across a number of devices to managing a complex network of printers and implementing business continuity and cloud migration strategies. Any number of issues can arise in a given day. RemoteHands and SmartHands services expand your team's reach to ensure your collocated equipment meets the needs of your organization.

RemoteHands

Opus RemoteHands services assist customers that need remote access to their equipment for performing simple trouble-shooting or maintenance tasks. Performed by our skilled staff, RemoteHands reduces costs by eliminating the need for customers to dispatch technical personnel to the data center site to perform simple tasks.

RemoteHands are available as a monthly subscription or on-demand service and include:

- 24x7 on-site coverage
- Moving or securing network cables
- Monitoring and checking port numbers
- Server refreshes and reboots
- Power cycling
- 24x7 inventory management and labeling
- Handling shipping and receiving requests
- Reporting on equipment performance

SmartHands

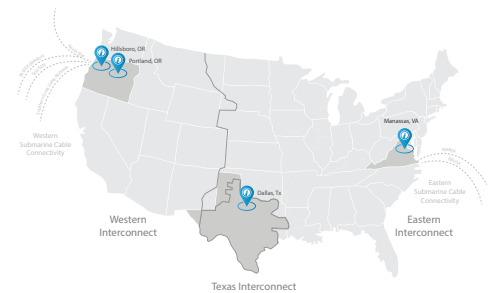
For more complex services that require on-site technicians, Opus SmartHands provides a wide range of remote management and troubleshooting tasks performed by highly trained certified professionals around the clock and year-round.

SmartHands are available as a monthly subscription or on-demand service and include:

- Colocation equipment management
- Rack and stack
- Coordinate and provision power and network requirements for equipment
- Firewall setup
- Media and supply management
- Complex cable configurations per client instructions
- Equipment and circuit testing and troubleshooting
- Trouble ticket management
- Provide remote network access to equipment
- Other client provided instructions

Current SmartHands solution for technology industry customer:

- Network services
- Resources and facilities management
- Colocation equipment management
- Placing hardware into racks and installing cabling
- Coordinate and provision power and network requirements for equipment
- Firewall setup
- Complex cable configurations to client instructions
- Equipment and circuit testing and troubleshooting
- Ticket management and reporting
- Provide remote network access to equipment
- Other client provided instructions, including replacing drives, updating client IP inventory, installing/replacing SSDs to client spec, configuring IPs on servers in customer defined location, and power cycling customer-defined equipment



About Opus Interactive

Founded in 1996, Opus Interactive has earned a reputation for complex hybrid cloud solutions that deliver compliance, performance, security, and cost. The Company operates from Tier III+ data centers located in Hillsboro, Portland, Dallas, and Northern Virginia.

With past performance that includes more than 25 years of proven results and solutions that meet PCI-DSS, HIPAA, and SSAE 18 Type II SOC 2 compliance standards, Opus specializes in helping customers reduce cost and optimize resources using right sized solutions and efficient operations.

- Hybrid and Multi-Cloud
- IaaS & OpusCloud
- Colocation
- DRaaS & Backup
- Monitoring
- Network

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