

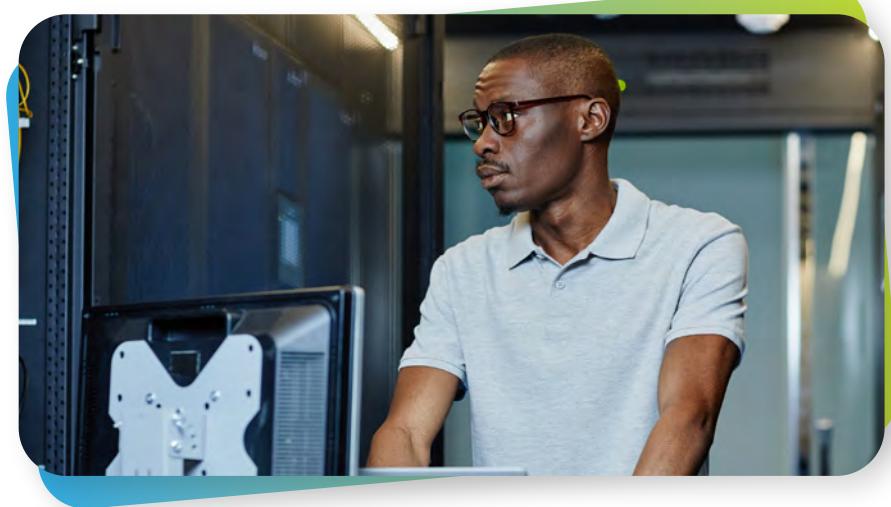
Expert On-Site Support, 24/7 – Powered by Opus Interactive

BUSINESS ADVANTAGES

- **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

*Solutions built for performance,
backed by SLAs*

Make the smartest technical decisions for your organization with our team of highly experienced IT professionals—always flexible, responsive, and fully committed to your enterprise needs. Manage your infrastructure from anywhere in the world while maximizing uptime through Opus Remote Hands and Smart Hands services. Our skilled, on-site staff handles tasks quickly and securely, slashing costs by eliminating the need to dispatch your own technicians to the data center.



Leveraging 24x7 expertise to increase uptime of your mission-critical equipment and systems

Free up valuable time and boost reliability for mission-critical equipment with on-site expertise. Opus Remote Hands and Smart Hands are available on-demand (billed in one-hour increments with best-effort response) or via monthly subscription—delivering dependable, predictable support tailored to your needs.

Whether you need routine reboots and cable management or advanced rack & stack, our services scale seamlessly to match your requirements—ensuring maximum performance, security, and peace of mind without the overhead.



Skilled IT professionals extend your operations
allowing you access to hardware from anywhere



Remote Hands

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

Remote Hands 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

Smart Hands

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

Smart Hands 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

WHITE GLOVE SUPPORT

- 100% uptime guarantees
- Opus Interactive Infrastructure, Datacenter, and Network SLA
- 15-Minute Response Time
- 24/7/365 phone and live access to engineer support
- NPS 9.42
- 95.6% CSAT

ABOUT OPUS INTERACTIVE

Since 1996, Opus Interactive has provided tailored cloud, colocation, and AI-ready infrastructure solutions that help customers control costs and optimize resources from secure Tier III+ data centers in Oregon, Texas, and Northern Virginia.

With over 29 years of reliability, our solutions consistently meet strict compliance standards, including PCI-DSS, HIPAA, ISO 27001, and SSAE 18 Type II SOC 2, ensuring secure and auditable operations for enterprises.

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