

REMOTE HANDS

When your business is in a different city or even country than your IT infrastructure, local support is essential. When you collocate at one of Leaseweb's secure, advanced data centers, we offer Remote Hands to keep your business connected, maintained, and provisioned.

All Leaseweb colocation customers receive our Basic Remote Hands package at no charge. With this pack requests are processed within 24 hours, 7 days a week, and charged at our standard hourly rate. An upgraded Remote Hands package provides faster response times, priority access to our certified engineers, free minutes, and reduced pricing for support minutes exceeding the package allowance. Businesses demanding the highest level of performance and uptime for critical applications and websites find this offers particular value.

Remote hands packages

	BASIC	BRONZE	SILVER	GOLD	PLATINUM
PHONE SUPPORT	24/7	24/7	24/7	24/7	24/7
INITIAL RESPONSE TIME	24 HOURS	4 HOURS	2 HOURS	1 HOURS	30 MINUTES
ENGINEER ON SITE	24 HOURS	4 HOURS	3 HOURS	2 HOURS	2 HOURS
CUSTOMER PORTAL	✓	✓	✓	✓	✓
SUPPORT MINUTES INCLUDED*		30	60	90	120
SUPPORT HOURLY RATE	€99	€89	€79	€69	€59
PRICE/MONTH	INCLUDED WITH ALL COLOCATED SERVERS	€79	€149	€299	€599

Let's discuss the details

Service Level Agreements are available in several levels. Basic (included with all dedicated servers), Bronze, Silver, Gold, and Platinum. Please contact one of our sales representatives to discuss the level best suited to your needs and to ensure you have the services that are most advantageous for your organization.

Remote Hands - Product sheet - Leaseweb