



CAVERN Helping Hands

PROFESSIONAL ON-SITE IT TECHNICAL SUPPORT & CONCIERGE SERVICES

Think of our Helping Hands service as a cost-effective extension of your team when you need an extra set of hands on-site at your data center. Our dedicated team of engineers is available to help you with maintenance, troubleshooting and technical support. Plus our friendly concierge support services are available to assist clients and facilitate day-to-day data center needs. Some charges may apply.

Technical Support Services

Circuit Testing and Diagnostics

- Light readings for fiber optics
- Signal verification for copper and coaxial
- Patch cord and media testing

Device Management

- Plugging in serial cables
- Verifying device physical status
- Swapping equipment (hard drives, network cards, etc.)
- Power cycling servers

Cabling

- Cross connect extensions/ terminations
- Labeling services

Media Management

- Swapping tapes and storage media
- Swapping of removable media (CDs, DVDs, USB, etc.)

Advanced Circuit Migrations

- Assist with coordination of circuit migrations for carriers and ISPs

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CAVERNTECHNOLOGIES.COM



“We were looking for a long-term relationship. Cavern made it so uncomplicated and the support is just phenomenal. We now have world-class uptime, [which is critical] in serving our global client base across multiple time zones.”

~ Gillian Power, CIO, Lathrop and Gage

Concierge Services

Shipping and Receiving

- Labeling of boxes and equipment for shipping
- Inventorying boxes and equipment
- Receipt of deliveries
- Secure storage accessibility

Physical Labor and On-Site Assistance

- Remote or visual verification for troubleshooting
- Discarding of boxes or items

Escorted Access

- Escorting vendors or consultants during business hours
- Escorting customer personnel to and from Data Suites during business hours

Additional Services

Data Center Cleaning

- Professional, specialized cleaning for high-risk areas and sensitive equipment.
- HEPA vacuuming
- Exterior wipe down of cabinets and accessible work surfaces

Looking for a way to extend your team? We're here to help.

Give us a call at 913.227.0660 to learn more, or simply submit service requests via email to support@caverntechnologies.com and we'll take care of the rest.