

SMART HANDS

Smart Hands provides a wide range of support fully equipped to offer a complete scope of services. SCC Technicians are trained to be the eyes, ears and hands for management of your infrastructure and are available 24 hours a day, 7 days a week, 365 days a year (24x7x365). Through our Smart Hands™ service, our highly trained and experienced SCC Technicians provide assistance for remote management, custom installations, and equipment troubleshooting. You may not be able to be at your office or IT facility all the time, but we are!

Specific tasks performed under the Smart Choice Communications Smart Hands™ offering include:

- Equipment installations
- Interface card removal and installation
- Testing carrier circuits
- Taking inventory of equipment and recording serial numbers
- Moving equipment within your space and cabinets
- Off-site backup
- Ladder rack installation and set-up
- Pre-wiring of patch panels and equipment
- On-site technical assistance and troubleshooting
- Assembling, installing and maintaining cabling infrastructure
- Verifying cable integrity on installed media
- Providing visual verification to assist in remote troubleshooting
- Installing, replacing and removing equipment including routers, switch cards, disk drives, memory, etc.
- Assisting in conference room and AV equipment setup
- Adding, removing and verifying demarcations
- Assisting with unboxing and reshipping equipment after replacement
- Extending patch cables from patch panel to equipment

IT Support and Smart Hands:

- SCC will offer a minimum of 20 hours, acting as Smart Hands
- Reduced hourly rate can be added in increments of quantity 20
- Payment must be paid upfront and in full

Turnaround time: Maintenance Provider shall work to resolve any service down emergency within 4 business hours, any issue that requires parts, materials, or travel time needs to be determined within 4 hours, and expressed in writing to the customer. All non-service affecting emergencies must be dealt with within 8 business hours, unless additional parts, materials, or travel time are needed then the Customer must be notified within 4 hours in writing of expected resolution time frame.