



integrated intelligence

intelligent hands and eyes

As in most parts of an organisation, resources in the Data Centre are often overstretched. Highly skilled and expensive engineers may have to attend to a multitude of tasks, many of which are fairly mundane. Centralised monitoring of a multiple Data Centre estate brings its own efficiencies but there is still a requirement for on-site support.

Ari's Intelligent Hands and Eyes service is designed to ensure that our clients have competent technical resources available on-site to assist with new installations; equipment trouble-shooting and remote management; and providing the reassurance of a rapid response to any situation requiring an element of physical or visual assistance, around the clock.

Our teams can be available on-site 24/7 or via a dedicated on-call service. We ensure the Time to Response is managed inline with your Service Level Agreements and by doing so, guarantee your business needs are met in the most cost effective manner.

Many organisations often combine Intelligent Hands and Eyes with our Media Management support to provide extremely cost efficient management of their Data Centre domains.

The following examples are typical of tasks our service covers.

- > Providing visual verification to assist remote troubleshooting efforts
- > Pushing a button, toggling a switch or power cycling equipment
- > Plugging in a console port for remote customer management
- > Installing and replacing equipment components that are highly modular in design (power supplied and hard disks)
- > Removal and installation of servers
- > Asset management; labelling equipment and managing the asset database
- > Swapping pre-labelled, pre-ejected, removable media (tapes, CDs, DVDs, etc)
- > Ad hoc media change request
- > Managing off-site storage of back-up tapes
- > Labelling equipment or taking digital photos
- > Cable patching and basic management of the network infrastructure
- > Wiring services such as moving, securing or terminating cables
- > Management for goods receipt and shipping
- > Supervising and escorting third parties



At Ari we deliver a cost effective, quality led portfolio of services covering Data Centre Management, Staffing Services and Project Management.

We have a vision to do more for our customers than just provide staff to deliver hands and eyes services. We believe that the key to success is, in fact, the success of our customers. This approach has led to many years of steady growth and profitability with many satisfied customers.

Intelligent Hands and Eyes is just one of Ari's areas of expertise. We can also help you with:

- > Data Centre Management
- > Data Centre Audits
- > Project Management Services
- > Operators on Demand
- > Data Centre Shut Down
- > Media Management
- > Technical Operations
- > Policy and Procedural Audits

Visit our website at www.arilimited.co.uk or call us on **01962 828888** to find out more.