



Data Centre Smart Hands

Service Catalogue

On-site technical support for your racks, cabling, and hardware — available on-demand, wherever your infrastructure is hosted.

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1. About This Catalogue

This catalogue outlines the on-site “smart hands” services Connectiv Infrastructure Services provides across our supported data centre facilities. Our Smart Hands services allow our customers to feel at ease with the physical aspect of their network. At Connectiv, we understand the physical aspect can be time consuming for our end clients, which is why we are available 24/7 to meet the customer’s requirements.

All services are carried out by trained, security-vetted technicians and are available on a scheduled or ad-hoc basis, with priority response options for urgent incidents.

Who This Is For

- Businesses that colocate equipment but don’t have staff on-site
- IT teams needing remote support for out-of-hours or emergency issues
- Companies migrating, upgrading, or decommissioning hardware
- Managed service providers needing an on-site presence for client infrastructure

2. Service Categories

Our smart hands services are grouped into six core categories, summarised below. A full breakdown of what's included in each service follows in Section 3.

2.1 Rack & Stack

Installation and physical setup of servers, switches, and appliances into cabinets, including mounting, labelling, and patching schedules.

2.2 Network Cabling Troubleshooting

Troubleshooting copper and fibre cabling, including re-termination, light level readings, and fibre characterisation via OTDR.

2.3 Hardware Installation & Decommissioning

Installation of new equipment and safe removal, and disposal or return of decommissioned hardware.

2.4 Inspections, Audits & Reporting

Visual inspections, photo audits, asset verification, and environmental checks (temperature, airflow, cabling) with written reports.

2.5 Power & Environmental Management

Power cycling, PDU management, cable management, power distribution, and cabinet level power troubleshooting.

2.6 Remote Hands & Emergency Response

Reactive, on-demand technician support for incidents — device reboots, status checks, console access, and guided troubleshooting over call.

3. Detailed Service Menu

3.1 Rack & Stack

Service	What's Included
Server / appliance installation	Unbox, mount, and secure equipment into a rack or cabinet, including rail kits where supplied.
Switch / PDU installation	Mounting and initial physical setup of network switches or power distribution units.
Patching Schedules	Patching schedules to connect the customers hardware to their network infrastructure in line with customer requirements
Network Updates	IDRAC/ILO configuration
Asset tagging	Applying and recording asset tags against your inventory system.

3.2 Network Cabling Troubleshooting

Service	What's Included
Copper cabling (Cat5e/6/6a) troubleshooting	Re-terminate, and test copper patch and structured cabling. (Re-run if necessary)
Fibre cabling troubleshooting	Re-terminate single-mode / multi-mode fibre where required. (Re-run if necessary)
Cross-connect installation	Installation of cross-connects between cabinets, cages, or meet-me rooms if the data centre operator permits.
Cable testing & certification	Continuity, length, and performance testing with a written test report. (Fluke Versiv)
OTDR Troubleshooting	A series of tests and measurements performed on an installed optical fibre cable link to measure its performance, quality, and capability.
Consultancy	Physical infrastructure backbone topologies in line with network topologies.

3.3 Data Centre Decommissioning

Service	What's Included
Hardware decommissioning	Safe power-down, disconnection, and removal of retired equipment.
Secure destruction	Certified wiping of decommissioned drives, with hardware recycling available.
Equipment shipping / return	Packaging and coordination of courier collection for returned or relocated hardware.
Data Centre Dilapidation Services	Full dilapidations services available if you are migrating or handing back to the data centre operator.

3.4 Inspections, Audits & Reporting

Service	What's Included
Visual inspection	On-site visual check of a cabinet, cage, or device with a written summary.
Photo audit	Timestamped photos of a rack, cabinet, or specific equipment on request.
Asset verification	Physical check of installed equipment against your asset register.
Environmental check	Spot-check of temperature, airflow, and cabling condition around your space.

3.5 Power & Environmental Management

Service	What's Included
Power cycle / reboot	Remote-directed power cycle of a specified device via PDU or physical access.
PDU / power management	Connecting equipment to power feeds and basic load-balancing checks.
Cable management (power)	Dressing and securing power cabling away from airflow paths.

3.6 Remote Hands & Emergency Response

Service	What's Included
Standard remote hands	Scheduled technician time for general tasks not covered above, billed per hour.
Emergency response	Urgent on-site attendance for outages or critical incidents, 24/7/365.
Guided troubleshooting	Technician follows your team's instructions live via phone/video for console or physical checks.

4. Response Tiers & SLA Agreements

Standard smart hands requests are handled on a scheduled, ad-hoc basis as set out in Section 5 (How to Book). For businesses that need guaranteed response times or round-the-clock cover, Connectiv offers dedicated Service Level Agreements (SLAs).

Tier	Description
Standard	Ad-hoc smart hands requests handled during business hours, Monday–Friday, on a first-available basis.
Priority / Emergency	Expedited, round-the-clock response for urgent or critical incidents. Available exclusively under a signed SLA.

If your business needs guaranteed emergency or priority response, please contact us to discuss and put a Service Level Agreement in place — this reserves technician availability and defines response times and pricing specific to your account.

5. How to Book

- Submit a request to info@connectivservices.com
- Include the facility and a clear description of the work
- Attach any diagrams, shipping labels, or reference numbers where relevant
- Our technical team will be in touch to confirm scope, scheduling, and any costs
- For emergency response under an existing SLA, this will be built into your service level agreement.

We'll confirm scheduling and provide a quote before work begins, except for pre-agreed emergency response covered under an SLA.

6. Terms & Notes

- All work is carried out by vetted, insured technicians
- Facility access rules and security procedures of each data centre apply
- Same-day and emergency requests are subject to technician availability
- Customer-supplied hardware, parts, and shipping costs are billed separately unless stated
- Full terms of service available on request