



SmartHands Services



Assisting Your IT Peace of Mind

Through our SmartHands Services, Exxact's technical personnel assist you with installing, maintaining, and troubleshooting your equipment through refined standard operating procedures (SOPs), service level agreements (SLAs), and tried-and-true best practices. Our goal is to ensure seamless operation and deployment while maximizing the performance and longevity of your hardware so you can continue your innovative work.

Enhance efficiency by minimizing unplanned work, reducing downtime, and enabling rapid deployment and scalability to accelerate the ROI of your hardware. We support your drive toward innovation by delivering support excellence as an extension of your team, offering Infrastructure Services, Installation & Configuration, Rack Integration, and Ongoing Support.

Our Service Offerings

Infrastructure Services

Our comprehensive infrastructure services provide the foundation for optimal operations at both data centers and customer premises:

- Asset Management
- System configuration
- Assembly & installation
- Visual equipment checks
- Scheduled on-site walkthrough
- Replacement & upgrades
- End-of-life support



Installation and Configurations

Leverage Exxact SmartHands service team for on-site physical and engineering support for installation and maintenance.

- Server & networking installation
- Hardware repair & replacement
- Driver and firmware updates

Integration & Infrastructure

Ensures your infrastructure has seamless operation in data center, on-premises, and colocation environments following industry's best practices.

- Rack Integration & Installation
- In-rack cable management
- Quality assurance verification
- Testing & burn-in validation

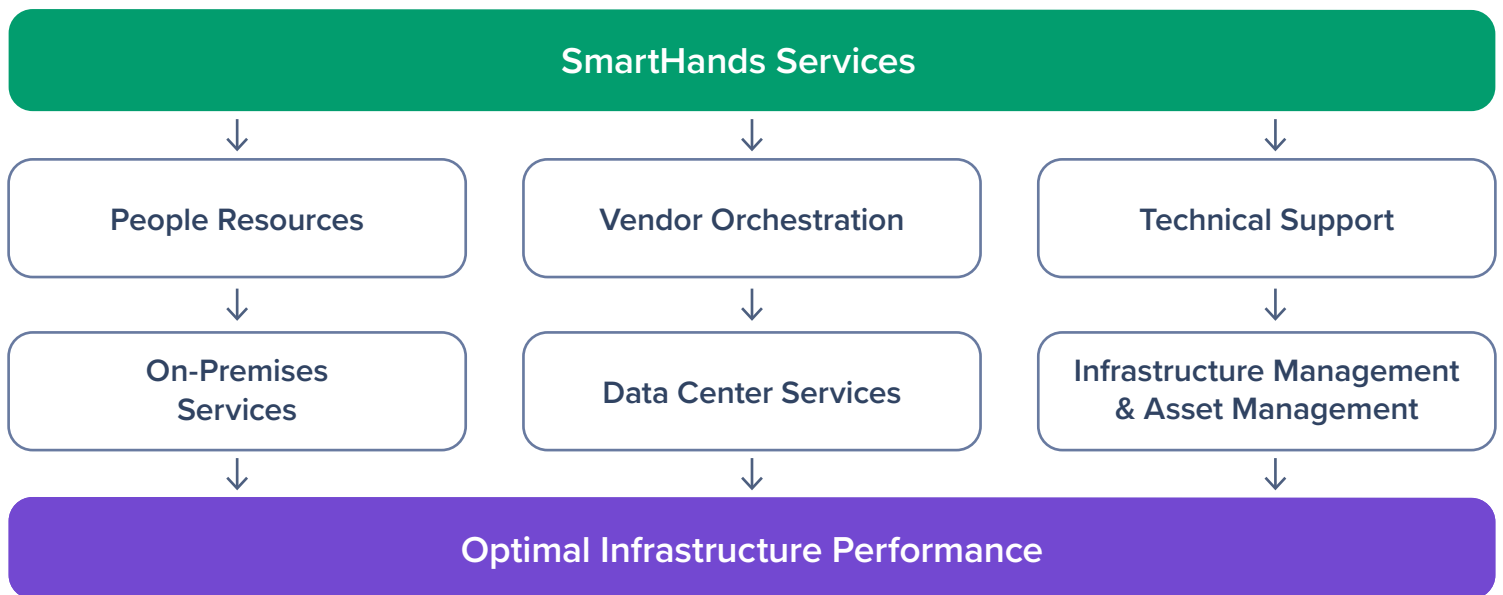


Ongoing Support

Our expert team ensures your Exxact infrastructure stays at peak performance with rapid technical support for hardware and software issues, minimizing system downtime.

- Call-in technical support
- RMA Services

SmartHands Services Flow



The Exxact SmartHands flexible, pay-as-you-go support--available hourly or by project--includes ticket monitoring, dedicated teams, and improved SLAs, all designed to reduce operational costs without requiring full-time contracts. Contact us today to learn more.



Contact Us

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