IRON MOUNTAIN SMART HANDS

When you're strapped for time and resources, we can help. With Iron Mountain Smart Hands, data center management is convenient, fast and effective.

Our highly skilled technicians are there when you can't be. We offer a full range of services, including hardware support, power and network services, and other general amenities.

WHY CHOOSE IRON MOUNTAIN SMART HANDS?
When you can't be onsite, Iron Mountain Smart Hands is the partner you can trust. Our highly skilled Smart Hands team can extend your workforce, allowing you to complete tasks efficiently and on time.

TECHNICIANS YOU CAN TRUST
Smart Hands services are delivered by tenured, local professionals you know and trust 24/7/365. Iron Mountain Smart Hands professionals are onsite and provide a wide range of support, whether you need assistance while onsite or from a remote location.

CHOOSE YOUR ENGAGEMENT
With Iron Mountain Smart Hands, you can select the service model plan that is right for you:

- Monthly Retainers: For those with ongoing Smart Hands needs, we offer monthly retainers at a discounted hourly rate with a minimum commitment of one hour per month. Any labor hours exceeding the monthly retainer are invoiced at standard hourly rates in 15-minute increments.
- Pay-Per-Use: We offer ala carte services billed in 15-minute increments for customers with occasional Smart Hands needs.

MAKE THE MOST OF YOUR TIME AND TEAM.
WE'RE ONSITE, ON-CALL AND READY TO HELP.

GLOBAL CONFIDENCE WITH 24/7 SMART HANDS

FULL SMART HANDS OFFERING AT EVERY IRON MOUNTAIN OPERATIONAL DATA CENTER

INDUSTRY-LEADING RESPONSE
Iron Mountain Smart Hands offers industry-leading responsiveness – acknowledgement within 30 minutes or it's free.

VETTED PROCEDURES
Our skilled technicians use repeatable, vetted and documented processes and procedures

SUBMIT ORDERS ANY TIME, ANYWHERE
Submitting an order is easy and efficient:

- Log-in to the IMDC portal and submit a smart hands request (imdc.service-now.com)
- Contact the customer service team
- Contact your IMDC sales team

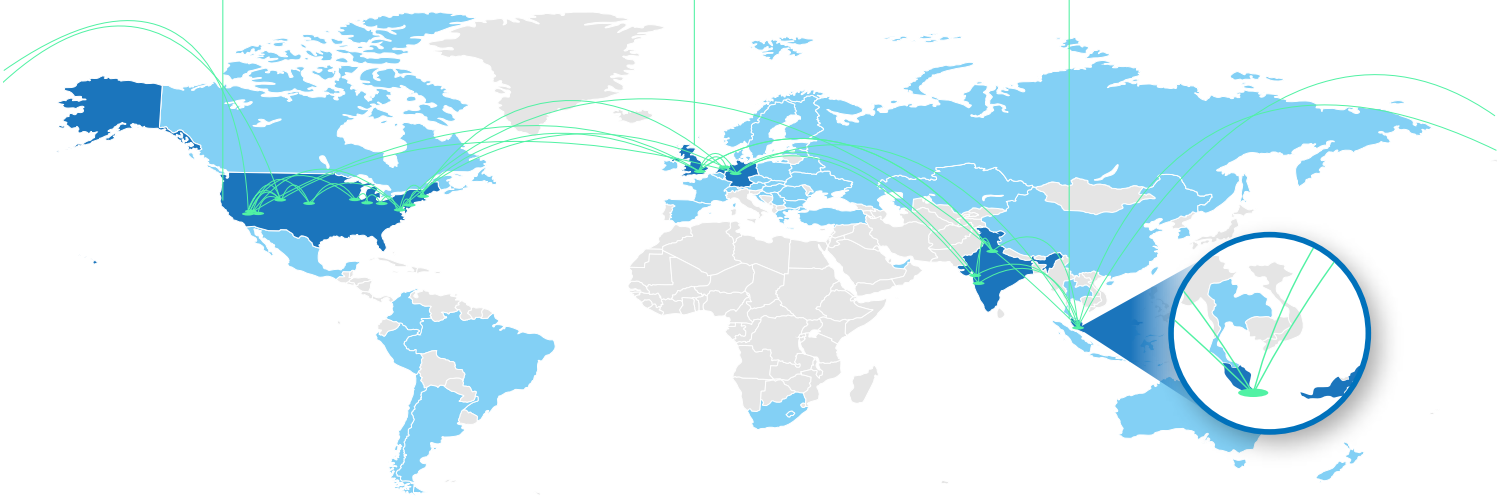
SMART HANDS SERVICES

- Customer Hardware Support
- Hardware reboots, inventory services, cold/hot swaps, etc.
- Power and Network
- Structured cabling, circuit signal tests, LED – relay status, etc.
- General Amenities
- Trash removal, visual inspections, lock resets, etc.

NORTH AMERICA
Boston
Denver
Kansas City
New Jersey
Ohio
W. Pennsylvania
Phoenix (AZP-1, AZP-2)
Scottsdale
N. Virginia (VA-1, VA-2)

EMEA
Amsterdam
Frankfurt
London

APAC
Delhi-NCR
Mumbai
Pune
Singapore



WE'RE HERE FOR YOUR CHANGING BUSINESS NEEDS

IRONMOUNTAIN.COM/DATACENTERS

ABOUT IRON MOUNTAIN
Iron Mountain Incorporated (NYSE: IRM), founded in 1951, is the global leader for storage and information management services. Trusted by more than 225,000 organizations around the world, and with a real estate network of more than 85 million square feet across more than 1,400 facilities in over 50 countries, Iron Mountain stores and protects billions of valued assets, including critical business information, highly sensitive data, and cultural and historical artifacts. Providing solutions that include **information management, digital transformation, secure storage, secure destruction, as well as data centers, cloud services and art storage and logistics**, Iron Mountain helps customers lower cost and risk, comply with regulations, recover from disaster, and enable a more digital way of working. Visit **www.ironmountain.com** for more information.

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