



SecureOnsite

When you need expert help at your site, your business can take advantage of TELEHOUSE's SecureOnsite support services. We deploy our experienced and certified security professionals to your location to help you solve problems quickly, augment your internal security staff, and get your systems and operations back up and running as fast as possible.

SecureOnsite

SecureOnsite is a comprehensive break/fix service that covers replacement of failed hardware and the deployment of new hardware anywhere in the world. This service can be customized to fit your specific domestic or international data center and non-data center needs relative to the care, operation and repair of network equipment and associated software.

When you need expert help at your site, take advantage of TELEHOUSE's SecureOnsite support services.

TELEHOUSE's global presence, unrivalled international resources and ability to deliver one-stop-shopping for this service well position us to deliver SecureOnsite for even the largest businesses.

SecureOnsite Service Levels

Classic Service Level

Ideal for businesses where service interruption or downtime is not critical to business operations.

Enhanced Service Level

Designed for businesses that need longer support hours for business-critical systems.

Premium Service Level

Designed for businesses with complex multiple systems that are critical to operations. We are available 24x7, and our team of experts always on hand to get your systems and services back up and running as soon as is possible.

Managed Security Support

- Guaranteed service level agreement (SLA)
- Rack/stack and provision of IP address configuration
- Confirmation that new devices are fully functional before leaving the site
- Handling of all administration regarding changed serial numbers
- Management of the return merchandise authorization (RMA) process for failed devices

TELEHOUSE Management Framework Value

- Leverage TELEHOUSE's best-of-breed monitoring technologies and proven implementation processes to provide rapid and effective management
- Gain visibility into your security environment
- Rely on expert analysts to improve the stability and availability of your environment

For more information visit www.telehouse.com

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Support Features for SecureOnsite

SecureOnsite	SecureOnsite Classic	SecureOnsite Enhanced	SecureOnsite Premium
→ Single Point of Contact	✓	✓	✓
→ Language Support (English, French and German)	✓	✓	✓
→ Case Handling and Management	✓	✓	✓
→ Technical Support	✓	✓	✓
→ Hardware Support	✓	✓	✓
→ Four Hour Device Replacement			✓
→ Next Business Day Device Replacement		✓	
→ Two Business Day Device Replacement	✓	✓	✓
→ TELEHOUSE Support Knowledge Based	✓	✓	✓
→ TELEHOUSE Advise Service	✓	✓	✓
→ TELEHOUSE Support Update Service	✓	✓	✓
→ Remote Monitoring		✓	✓
→ 24x365 Coverage			✓

