

# Smart Hand Managed Services

**Unlock Efficiency with Comprehensive  
IT Infrastructure Support**

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Experience seamless onsite and remote support, available 24/7, tailored to your IT equipment needs.





DATA MANAGEMENT PROFESSIONALS

# Data Center Management Services Overview

Cloud 9 Networks offers comprehensive data center management services, including risk assessment, rack and stack support, shipping and receiving, troubleshooting, data center infrastructure management (DCIM), and remote monitoring.



## Risk & Standard Assessment

Conducting physical audits and assessments of customer IT equipment and documentation to ensure compliance with industry/vendor best practices.



## Troubleshooting

Furnishing on-site and remote resources to troubleshoot IT hardware and physical layer issues, including server refreshes and reboots.



## Rack & Stack Services

Providing day-to-day support for equipment moves, changes, and upgrades, including power disposal and packing. Services encompass power up, patching, and link verification.



## Data Center Infrastructure Management (DCIM)

Supplying on-site and remote resources for troubleshooting IT hardware and physical layer issues, with server refreshes and reboots included.



## Shipping & Receiving

Offering Importer of Record (IOR) services for shipping RMAs and receiving materials at the site, along with inventory tracking.



## Remote Monitoring

Providing a dedicated portal for Network Operations Centers (NOCs) to monitor data center power, cooling, temperature, and humidity.

## About Cloud 9 Networks

Established in 2012, Cloud 9 Networks is a digital service provider collaborating with strategic partners and end customers to deliver robust, cutting-edge IT solutions and services. We guarantee hassle-free management of your data center operations.