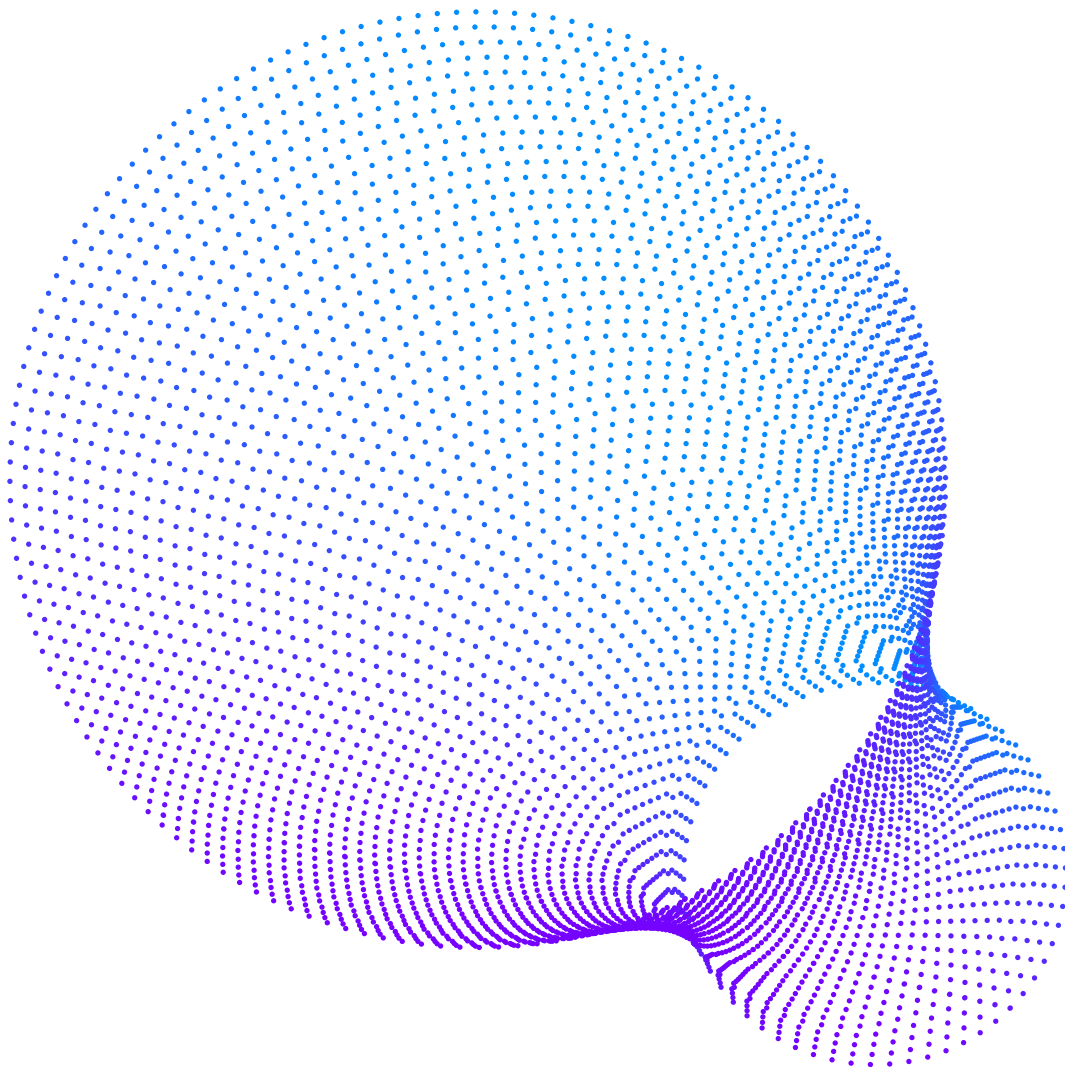**mdc**

On-site Support

Extend your team and save money on support services with our local experienced engineers, from simple to complex activities available 24/7.

Optimize time and resources

Redirect your team's effort on strategic innovation while we keep your operations running. MDC Data Center Support combines an unbeatable response time, proven workflows, and experienced engineering teams to execute all planned or unplanned activities successfully.

Your new team skill set

Scheduled activities

Proactive Approach

- Critical alarm notification
- Energy health checkups
- Equipment Inventory
- Utilization / space recommendations
- Rack Elevation Layout
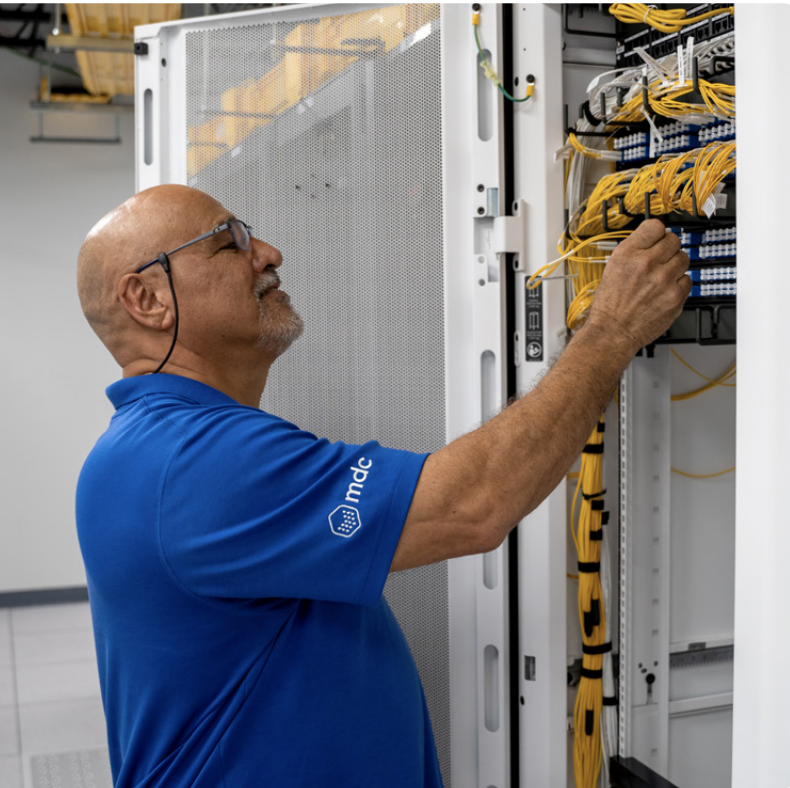- Photographic Documentation
- ID/Labeling updates

Remote Hands

On Demand

- All Scheduled Activities
- Assisted Console Access
- Packing and unpacking of equipment for shipping
- Storage / Equipment Inventory
- Discarding boxes or items

Smart Hands

On Demand

- Equipment / Module Installation & Replacement
- Operating System (OS) Loads and patching
- Reboots
- Circuit Hot Swaps / Hot Cuts
- Fiber & Connectors Cleaning
- Loopbacks / OTDR tests
- Optical Power Meter tests
- Power related activities
- Regulatory & Compliance Audits

Available in all our locations

*Coming soon

*MDC San Diego

MDC El Paso

MDC Nogales

MDC Laredo

MDC McAllen
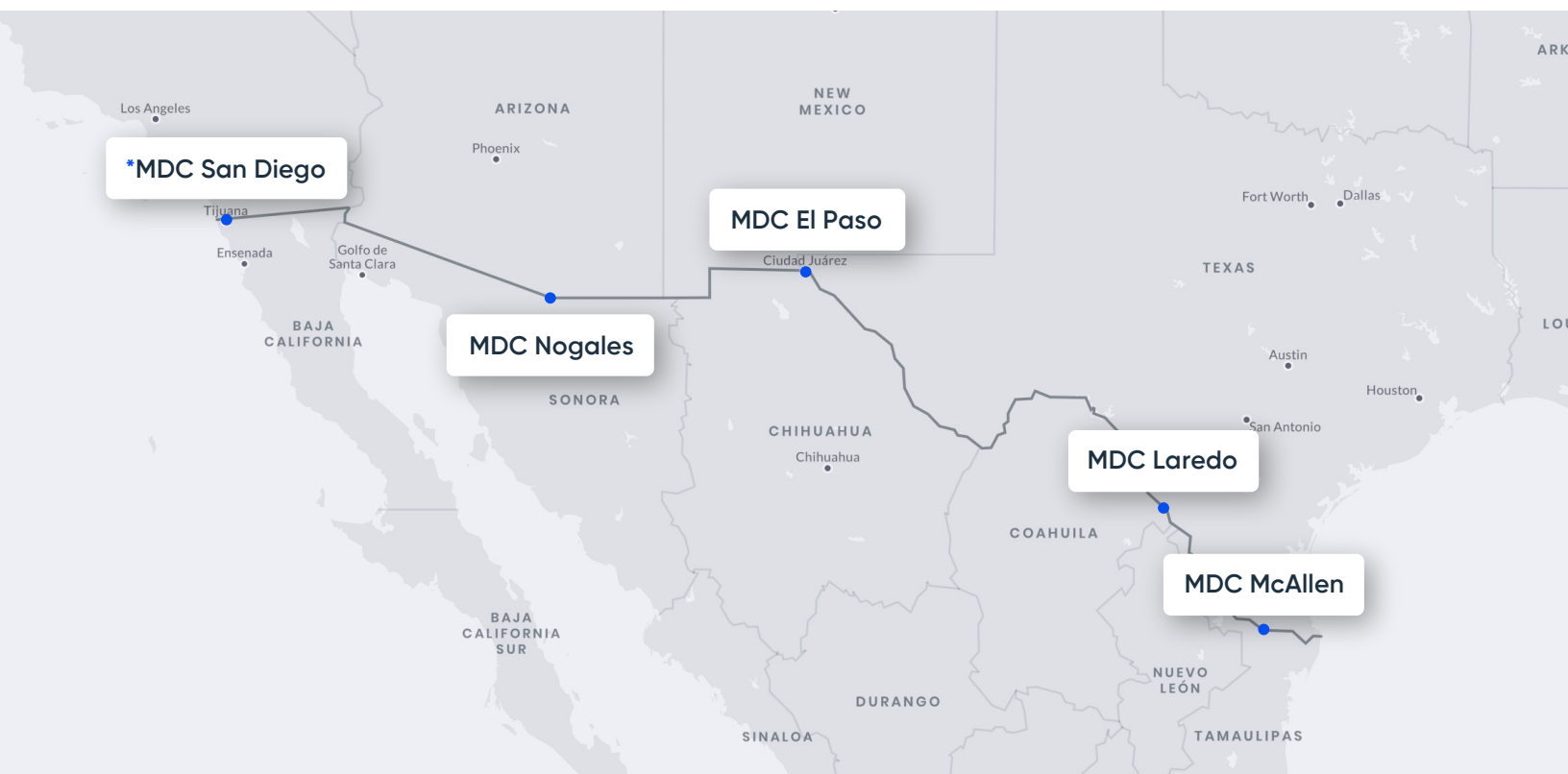
Options and packages

We adapt to every need depending on the type and amount of hours with three options:

01
Prepaid package
COST CONTROL

- ⊘ 10 and 25 Hour Options
- ⊘ Valid within 45 days
- ⊘ Could be used in both services categories: Remote Hands or Smart Hands
- ⊘ Could be used anytime: Business Hours or After Hours

Recommended

02
Subscription
MAXIMIZE SAVINGS

- ⊘ 5, 10 and 25 Hour Options
- ⊘ Ideal to perform Scheduled activities
- ⊘ Could be used in both services categories: Remote Hands or Smart Hands
- ⊘ Could be used anytime: Business Hours or After Hours

03
On Demand
PAY PER EVENT

- ⊘ Request through MDC Portal or NOC anytime *(24/7)*
- ⊘ No upfront commitments, we charge per spent hour
- ⊘ Prices depends on the activity type: Remote Hands or Smart Hands and execution time *(Business Hours or After Hours)*

"Support Packages have been the best way to extend our customers workforce.
We've aligned operative objectives and have built a strong collaboration."

Bernardo Rendon
SERVICE DELIVERY MANAGER

mdc

Where networks
connect on the border

About MDC

MDC Data Centers, formerly McAllen Data Center, helps telecommunication operators and companies interconnect with the leading network service providers on the US-Mexico border. Our company is considered one of the fastest growing data centers in South Texas, presenting a unique offering of reliable placement services with a fiber optic infrastructure and internet traffic exchange point to foster connectivity through the border. Due to its geographical proximity to Mexico, MDC Data Centers allows the US and international operators to connect to the largest concentration of Mexican networks in its three carrier-neutral facilities.

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🐦 @mdcdatacenters

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