



FUNCTIONAL LEARNING DEMO

Customer Portal Order Entry and Order Status

Equinix Smart Hands 2021.1
Ron Koskinen, Director, Product Management

My name is **Ron Koskinen**, Director, Product Management at Equinix. Equinix Smart Hands is an around-the-clock, on-site, operational support service for remote management, installation, and troubleshooting of your equipment. Depending on the timing requirements for a service request, four different scheduling options are available including standard, scheduled, expedited, flexible, recurring, and earliest available.

The best way to purchase Smart Hands is through a Support Plan which is a tiered, prepaid program that allows customers to purchase a monthly or one-time bucket of Smart Hands service hours. Plans offer discounted rates with hours that can be used at any IBX in the country in which the plan was purchased, during both normal and after business hours.

<p style="text-align: center;">Smart Hands™</p> <p>Service Variants</p> <ul style="list-style-type: none"> • Install Equipment • Replace Equipment • Remove Equipment • Power Cycle Equipment • Install Cables • Move Cables • Remove Cables • Locate packages in an IBX • Cage Cleanup • Request Photos or Documentation • Physical Audit • Cage Access Supervision/Escort 	<p style="text-align: center;">Smart Hands Scheduling Variants</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Type</th> <th style="text-align: left;">Description</th> </tr> </thead> <tbody> <tr> <td>Standard</td> <td>24 business hour commit date interval</td> </tr> <tr> <td>Scheduled</td> <td>Customer requested maintenance where the scope of work is scheduled to begin at a specific time</td> </tr> <tr> <td>Expedited</td> <td>Planned or Unplanned; used when the request is time sensitive. Commit date can be set anywhere within 2-24 hours from the requested date</td> </tr> <tr> <td>Flexible</td> <td>Schedule orders on a date in the future; used when the request is not a high priority</td> </tr> <tr> <td>*Recurring</td> <td>Scheduled Smart Hands that occurs at the same time at regular intervals (daily, weekly, bi-weekly etc.)</td> </tr> <tr> <td>*Earliest Available</td> <td>Utilized by the IBX to schedule the earliest available date for physical audit and large Smart Hands orders</td> </tr> </tbody> </table> <p style="font-size: small; margin-top: 10px;">*Not all scheduling variants are available for all types of Smart Hands requests</p> <div style="text-align: right; font-size: x-small; margin-top: 10px;"> EQUINIX </div>	Type	Description	Standard	24 business hour commit date interval	Scheduled	Customer requested maintenance where the scope of work is scheduled to begin at a specific time	Expedited	Planned or Unplanned; used when the request is time sensitive. Commit date can be set anywhere within 2-24 hours from the requested date	Flexible	Schedule orders on a date in the future; used when the request is not a high priority	*Recurring	Scheduled Smart Hands that occurs at the same time at regular intervals (daily, weekly, bi-weekly etc.)	*Earliest Available	Utilized by the IBX to schedule the earliest available date for physical audit and large Smart Hands orders
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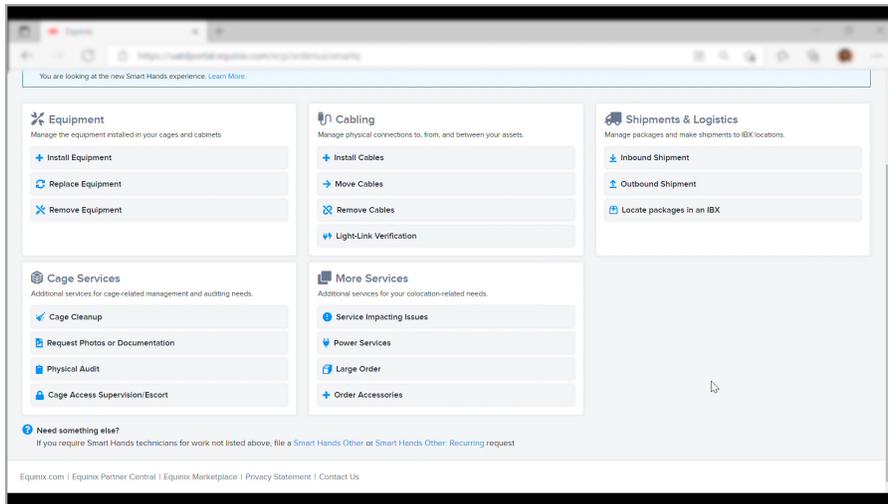


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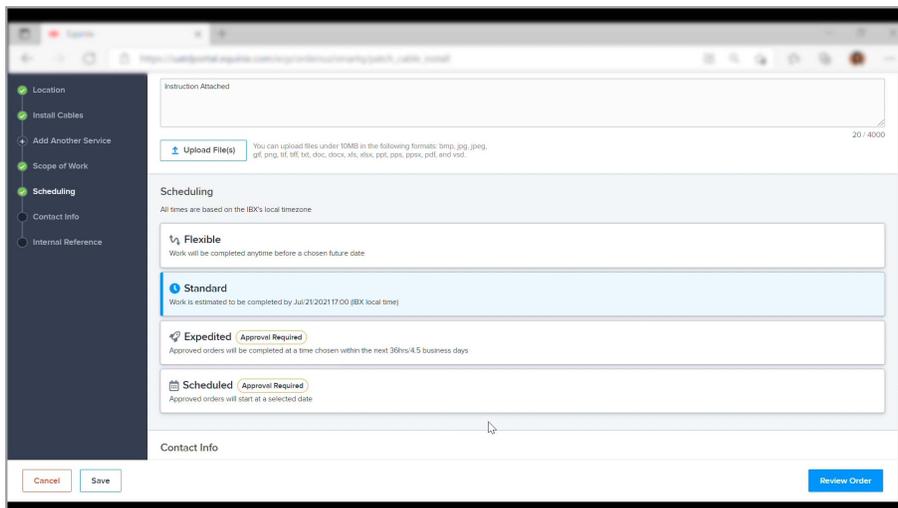
Now that you are familiar with the Smart Hands product, let's walk through the new interface and feature enhancements for order and ticketing.

The new Smart Hands product catalog organizes key sections including shipment and logistics, cabling, and recurring services into accessible cards. The More Services card now offers a designated category to submit a ticket for a service impacting issue, ensuring these are routed and addressed accordingly.



Smart Hands orders can now be bundled together as a single order with multiple activities, linking the ticket together. Users can also create a Smart Hands project by adding another service to the original ticket. A tracker shows current ticket progress and the new guided template option highlights sections that still need to be filled out to ensure order completion.

Scheduling options are clearly defined with insight into approval requirements and estimated completion dates to help users find the scheduling option that best fits their timeline needs.



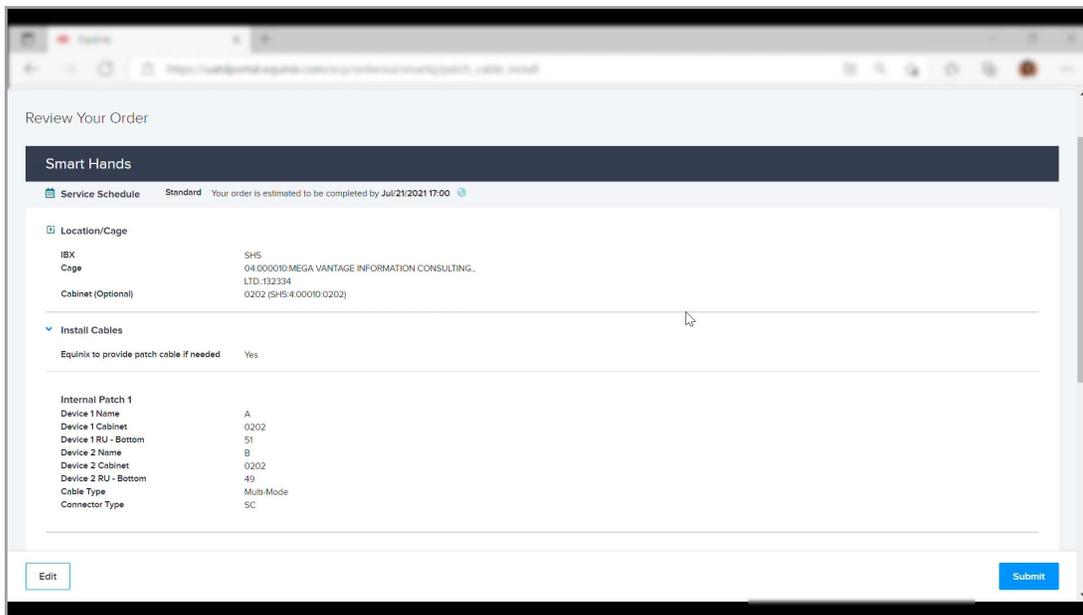
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The contact information section allows you to find existing contacts, add unlisted contacts, and set the ordering contact as the notification contact. In addition, users have the ability to specify the best times for Equinix to reach out and can also add a mobile phone number for added convenience and flexibility.

The review order screen provides the user with pricing information as well as the number of hours remaining on a Smart Hands Support Plan. It also provides a summary of an order with the options to save, cancel or review.

Subsequently, the review screen summarizes the users' orders, listing all pertinent information in categories including scope of work, contact information, and pricing. It also gives the user a final opportunity to make any necessary changes to the order before officially submitting.



Available September through a beta version, order & ticket history will provide a 360-degree view of all the orders placed by the user with visualization into overall status, last updates, and the estimated completion date. Users can now apply multiple filters at one time for more tailored views into your orders and required actions.

That completes this demo. Thank you.