



What's New 'Cliff Notes'

Smart Hands 2021.1

Smart Hands 2021.1 release delivers a set of new features enhancing the Equinix Smart Hands Order experience.

Order Entry

In this release, new Order Entry forms offer an intuitive interface to users for placing Smart Hands orders. The product catalog is organized into accessible categories to effortlessly determine the type of Smart Hands order that users would like to place.

Order Guidance and Bundling

With this release, new Order Guided forms allow users to add additional services, and use a pre-designed template to place orders easily. These forms enable the bundling of multiple requests into a single order, and offer simple options to users for providing the necessary ticket details.

Scheduling Options

Additional scheduling options including Recurring, Flexible, and Earliest Available, are introduced in this release. An option to add user contact information to orders, is also offered with this feature.

Review Orders

This release introduces a new interface to review the order summary that includes scope of work, options selected, pricing details, and contact information, before it is placed.

Order and Ticket History

A new version of Order and Ticket History is introduced that provides a 360-degree view into the details and status of all placed orders, with an option to toggle to the previous interface. With multiple filters that offer enhanced visualization and better transparency into the overall status of tickets, this feature also provides capabilities to communicate with IBX technicians.

Large Smart Hands Orders

Users can now use More Services to place Large Smart Hands orders for requests between 24 and 200 cables, or for equipment builds between 100 and 500 RUs, via Smart Hands Equinix Customer Portal (ECP), with this release.