Remote Management Solutions
QTS Huddle™

Collaborate with multiple remote and globally dispersed stakeholders and a QTS tech to oversee and resolve critical operations at the data center with the benefit of live video streaming.

QTS Huddle™ is an industry-first digital collaboration app that brings together your SMEs (subject matter experts) and QTS technicians – through video conferencing, chat, and co-browsing in a synchronous environment.

When critical assets fail at the data center, or when you need to oversee an installation, seeing what is transpiring at the data center can be transformative. Huddle sessions are available during Remote Hands sessions and are reserved in advance via SDP.

Key Features

- Online video conferencing, chat and co-browsing supported
- Accessible to any SDP user
- Customer Admin schedules and invites participants via SDP
- Secure access via QTS software-defined platform, SDP™
- QTS Mobile™ enabled iOS and Android devices

Key Benefits

- Enhance decision making capability
- All participants see what is physically occurring at the same time
- Faster resolution time
- Reduce project costs
- Mitigate scope and scheduling issues
- Save time and travel expenses
- Anytime, anywhere, from any device access

Use Cases

- **Live Video Collaboration with DCO Tech**
  Identify and resolve issues quicker with live video streaming and collaboration with QTS tech

- **Implementation Oversight**
  Oversee new rack installations and cabling configurations; direct changes in real-time

- **Break Fix Supervision**
  Troubleshoot in real-time with key stakeholders when critical assets fail; watch your trusted QTS tech perform the work live!