

**ON-DEMAND**

**FIELD SERVICES**

**THE RIGHT PEOPLE, AT THE RIGHT  
TIME, TO SUPPORT YOUR IT TEAMS**

**UNNES  
UNNLC**

# ON-SITE SUPPORT

**On-Demand Field Services from Onnec provides on-site operational support for the management, installation, and troubleshooting of your Data Centre, Workspace and Fulfilment Centre equipment.**

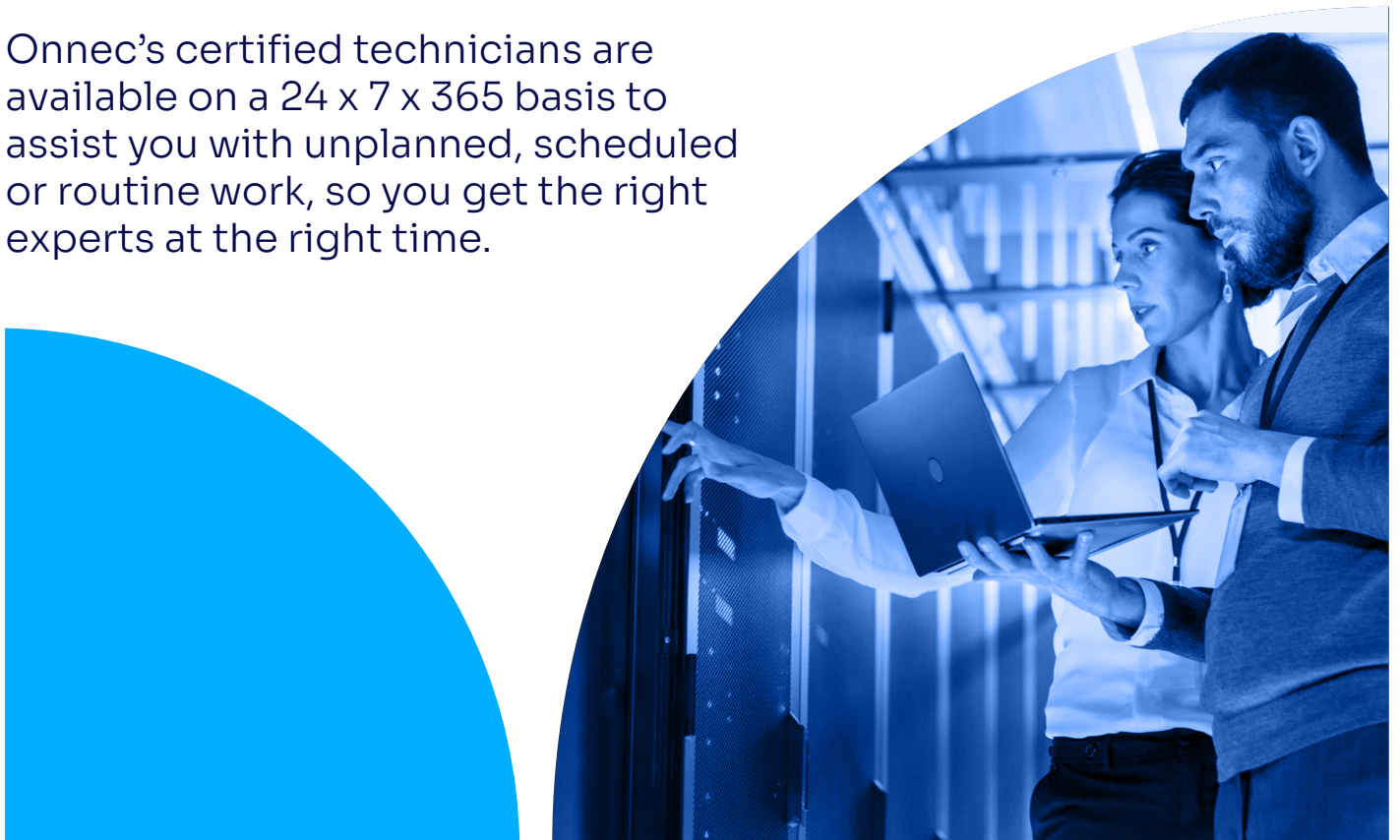
We know that recruiting and maintaining a large specialist IT staff, providing the latest training, and keeping them available on site 24/7 is an expensive exercise. It significantly increases your cost base, reduces your profitability and of course, is time-consuming for your IT management team.

On-Demand Field Services is a 'pay as you go', 24/7 operational on-site, on-demand or planned support service for troubleshooting, and installation of your equipment. This service refers to an individual or team of specialized engineers that can quickly respond to problems that may arise within your environment. Tasks includes things like management of colocation equipment, rack and stack, circuit testing, complex cable configurations, equipment testing, and troubleshooting.

As part of the wider Onnec Managed Services offering, we can support the more complex tasks that need someone physically present on location. Our certified, security checked field engineers can be relied upon to perform a variety of on-site support services, including custom installations, firmware updates, run updates, resolve hardware issues and other support services.

As an IT infrastructure partner, Onnec has provided certainty in many digital transformation projects in both enterprise and data centre environments. We have a global track record of supporting businesses in designing and deploying their networking infrastructure all over the world. This has enabled us to become a long-term trusted partner to many global organisations for all their managed service's needs.

Onnec's certified technicians are available on a 24 x 7 x 365 basis to assist you with unplanned, scheduled or routine work, so you get the right experts at the right time.



# AN EXTENSION OF YOUR IT TEAM

Onnec's On-Demand Field Services extends your on-site IT presence by ensuring there's someone on hand to respond immediately to address problems that might occur with your equipment by providing remote management, custom installations, and equipment troubleshooting assistance when you need it.

- Access to 24x7 Call Handling
- Trained experienced IT staff on hand when and where you need them
- Our team will lead on projects and share their knowledge to support the growth of your team
- Seamlessly integrate with your team
- Expert guidance from years of experience
- Deployment for scheduled or troubleshooting activities
- Guarantee a rapid response to improve services uptime
- Increase productivity and enhance client satisfaction
- All backed up by agreed SLA's for complete peace of mind
- All Field Engineers are vetted where applicable, and adhere to local site health & safety policies



## SERVICES

What can our On-Demand Field Services cover:

> Equipment Installation Services

> Hardware Replacements

> Troubleshooting

> Rack and Stack Services

> Cabling Services

> Asset Management

> Logistics Support

> Site Audits

> Device Testing

# ENGINEERING OPTIONS

Our On-Demand Field Services provides engineer options that can be tailored to meet your specific Service Level requirements. First, choose the response times you require for your business. Secondly, choose the engineer service level you require for the specific deliverables you need.

## OPTION 1

### Engineer to Site 'Reactive' Break Fix

- Response 24/7 x 4hr SLA
- Response BH x 4hr SLA
- Response BH x NBD
- Attends customer site

## OPTION 2

### Engineer to Site 'Scheduled' Planned Works

- Planned Expedited - 2 Business Days
- Planned Standard - 5 Business Days
- Attends customer site

## OPTION 3

### Fixed 'Onsite' Engineers

- 24/7
- Working day core hours  
8am - 6pm Mon - Fri
- Cover Out of Hours evening  
& weekends
- Based on customer site

Key Deliverable	Field Engineer Skill Level 1	Field Engineer Skill Level 2
General housekeeping	✓	✓
Delivery validation checks	✓	✓
Delivery relocations to storage	✓	✓
Equipment (network, server, power management, KVM, storage, free standing kit etc.) and infrastructure audits and surveys	✓	✓
Equipment preparation including unboxing, storing and packaging removal	✓	✓
Equipment installations, relocations, removal and storing	✓	✓
Equipment component installations (Customer Replaceable Parts / CRUs)	✓	✓
Basic equipment configuration	✓	✓
SFP install and/or removal	✓	✓
Copper and/or fibre patch cable iMACD	✓	✓
Labelling - equipment, power and data cables, cabinets, Power Distribution Units etc	✓	✓
Power Distribution Units MAC	✓	✓
Remote hands assistance during an incident	✓	✓
3rd party vendor escort assistance	✓	✓
Onsite support for change implementation (port livening)	✓	✓
Copper and fibre Patch Cable replacement	✓	✓
Equipment component replacement (Customer Replaceable Parts)	✓	✓
SFP replacement	✓	✓
Equipment reboots	✓	✓
Operating system installation		✓
Server Configuration		✓
Drive replacement		✓
Memory installation		✓
Vendor Accredited		✓



## ABOUT ONNEC

Onnec is a global IT Infrastructure specialist providing end-to-end connectivity solutions for Data Centre, Office, Fulfilment Centre & Retail environments.

From structured cabling, networking solutions, managed services, connected devices to building insights, our end-to-end services give you the infrastructure you can completely rely on.

Onnec is one of the world's leading exponents in this space, and with over 800 full-time employees across EMEA, US and APAC, the company is structured around key global customers to ensure consistency of service and delivery. As such, the company has a loyal customer base of multinationals, with relationships spanning 30+ years. Customers benefit from decades of experience and industry-leading standards, deployed at a local level.

[www.onnecgroup.com](http://www.onnecgroup.com)

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