

SMART HANDS

SUPPORT SERVICES

Technical Support Services for Critical Data Centre Operations

Onnec's Smart Hands Support Services deliver expert, on-site technical support across every stage of the data centre lifecycle. Combining both reactive and planned services, we support environments that demand rapid response, 24/7 availability, and uninterrupted uptime.

Our dedicated on-site technicians operate within mission-critical facilities where precision and speed are essential. Aligned to your preferred service model, we ensure the right expertise is available exactly when and where it's needed to keep operations running seamlessly.

We manage day-to-day activities and change requirements, including MACs (moves, adds, and changes), equipment installation, fault diagnosis, and rapid remediation, helping to minimise downtime and maintain service continuity.

With locally deployed, highly skilled technicians and seamless coordination with approved contractors, Onnec provides scalable, SLA-driven support that improves operational efficiency, reduces risk, and adapts to evolving capacity and performance demands.



END-TO-END SUPPORT

Our Smart Hands support includes:

- IMACD (Install, Move, Add, Change, Decommission)
- Rack & Stack
- Hardware Installation & Configuration
- Cable Management & Patching
- Materials Procurement
- Testing & Troubleshooting
- IT Asset Recycling
- Dedicated Project Management

100

Data Centres Supported

800+

Technicians On Site

30+

Countries With Active Projects

THE RIGHT EXPERTS AT THE RIGHT TIME

Onnec deliver services you expect and support you can rely on. No matter how big or small your project is, our team of engineers have the experience and expertise to meet your needs. It's why our loyal and long-standing customer base trusts us.



International Mobility

We've been supporting Hyperscalers and Data Centre Operators globally, every day for over 30 years.



Technical Expertise

Consistent, transparent project execution across facilities and lifecycles, delivered in close partnership with our clients.



Local Expertise

Local Operations and project technicians trained and security vetted to the highest standards.



Safety First Philosophy

With dedicated on-site managers and highly trained technicians, Health & Safety is built into all operations.



Installation Accreditations

Ongoing vendor training ensuring correct installation, maintaining warranties, and maximising performance.



Tailored & Scalable

Whether managing a single data room or a full Hyperscale data centre, we will deliver with the same focus, tailored to your needs.

If you're looking for technical support by a local team you can trust, Onnec can help.

To find out more about our Smart Hands Support Services, email: info@onnecgroup.com

