



FE



FIELD ENGINEER

WELCOME TO
FIELD ENGINEER



FIELD SERVICES

Field Engineer is a platform that can help your business access the best on-demand engineers at any time, anywhere in the world. With over 50,000 engineers in 190 countries, you'll have no trouble finding a reliable and trusted professional to complete tasks for you. Here's more about the services our engineers can complete for you via Field Engineer.



We're Committed to Your Success

Since 2015, FE's vision is to connect businesses directly to project-based, vetted engineers and technicians when and where needed with the highest degree of precision. We are a team of telecom leaders, innovators, entrepreneur veterans and solution obsessed tech experts dedicated to making your workforce deployment easy, smooth and successful.

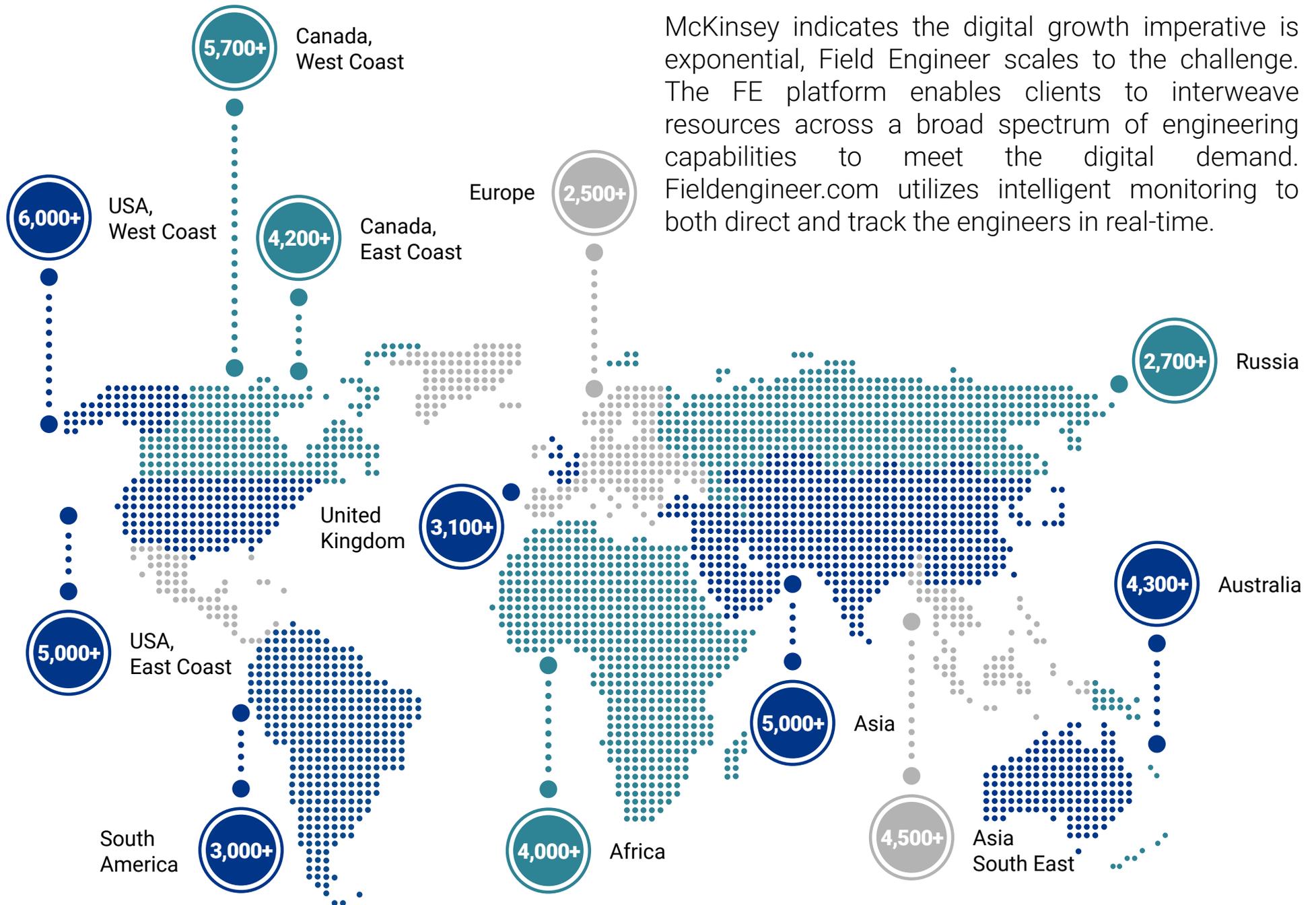


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Global Talent

McKinsey indicates the digital growth imperative is exponential, Field Engineer scales to the challenge. The FE platform enables clients to interweave resources across a broad spectrum of engineering capabilities to meet the digital demand. Fieldengineer.com utilizes intelligent monitoring to both direct and track the engineers in real-time.





Global Smart Hands

Global Smart Hands services allow you to make use of onsite and offsite technical assistance and troubleshooting. They can take care of things like installations, configurations, remote troubleshooting and verifications. The engineers completing the work are located around the world and know how to deal with businesses' needs.

Some of the other services they provide for you include power cycling routers, servers and switches, installing and maintaining cabling, racking and unranking equipment, and assisting with conference rooms and AV equipment setup. Using Field Engineer, you can access Global Smart Hands engineers in more than 190 countries.

[Learn more](#)

When You Partner With Us, You Can Benefit From



4:00

4-hour response time



IMAC's

Next Business Day Onsite

IMAC's & scheduled visits



After-hours and weekend support

Equipment support

Non-IT Equipment



Improved user productivity by minimizing downtime

Continuous service improvement



Costs are reduced

Transfer the risk and effort of IT support to professional



Avoid the difficulties of technical staff recruitment/retention

Guarantees maximum system availability



MIN

Minimize business disruption

NEXT DAY

AFTER-HOURS

NON-IT



MAX

Achieve Better Operational Efficiency

Our support services can help your business achieve better operational efficiency while reducing your investment in IT resources. We do this by providing IMACD, routine and preventive maintenance, break-fix and support, hot spare management and full asset management through dispatch and deployment services, depending on your functional support needs.

Our Solution

Regardless of which geographical location and which systems you are using, Field Engineer can offer project services to support your deployment and field maintenance services and ensure continuity.

Our Services



Infrastructure
Deployment



Integration
Services



Service
Pack



Hardware
Support



Non-IT Equipment
Support

A man in a dark suit and tie is standing in a server room, looking at a laptop he is holding. The room is filled with rows of server racks, and the lighting is a cool blue. The man has a beard and is looking intently at the screen.

CPE Deployment Services

Customer Premises Equipment (CPE) deployment is a common type of service that's utilized by telecom companies and VARs. These can take hours or days on the work site, depending on the work being completed. During this process, the engineers will deploy hardware and test connectivity. They can also troubleshoot any issues that arise.

All kinds of hardware can be deployed by the engineers when they're at the site. It might be a server, routers, switches, firewalls, printers, WAPs, LAN controllers and desktops. Field Engineer makes it possible to find the right engineer, track their work in real-time, manage work orders and so much more.

[Learn more](#)

Evaluate and Assign

FE's end-to-end IT Deployment Services are backed by a proven deployment infrastructure, ensuring that engineers with the right skills complete your installations on time and within budget. As a result, due to higher availability, your consumers will have quicker access to your newly installed equipment and software, providing a faster return on your investment.

Key Features

- Proven deployment methodology
- 24x7 installation and scheduling
- Online customer reporting
- Comprehensive site evaluation and preparation
- Installations, moves, adds and changes (IMACs)
- Hassle-free de-installation and equipment disposal

Common Hardware Deployed Onsite



Servers



Routers



Switches



Firewalls



Wireless LAN
Controllers



Wireless
Access Points



Desktops



Printers



UPS



Backup
Tapes

A man in a white shirt and tie is standing in a server room, looking at a laptop. He is holding a white cable that is plugged into a server rack. The server racks are filled with various pieces of hardware. The background is a blue-tinted server room.

Break-Fix Services

When your hardware breakdowns, you usually need it replaced in the shortest possible time. Break-fix services are used by customers when they need to save time and have production hardware replaced rapidly and efficiently. By using Field Engineer, you can save time and money when getting hardware replaced.

The engineer you find on the platform and assign to the task will get to work right away and You can choose replacement guarantees that are written into SLAs. This assures customers and they can choose 4-hour, 8 hour or next business day break-fix services depending on your needs.

[Learn more](#)

These types of service are utilized by the customers to save cost related to hardware replacements when the production hardware fails. Often times customer needs their hardware to be replaced in the shortest time possible.

By utilizing the FE's skilled local workforce, customers can save cost and get the hardware replaced quickly by posting a work order and assigning an engineer.

OEM's also need these services to replace their hardware in case of failure. This is value added service that OEM's provide to their customers. The shorter the replacement guarantee time the greater would be the customers satisfaction.



A woman with her hair in a bun, wearing a blue blazer, is shown in profile, looking at a yellow handheld device. She is in a server room, with rows of server racks and cables visible in the background. The scene is dimly lit with a blue color cast.

Site Survey and Readiness

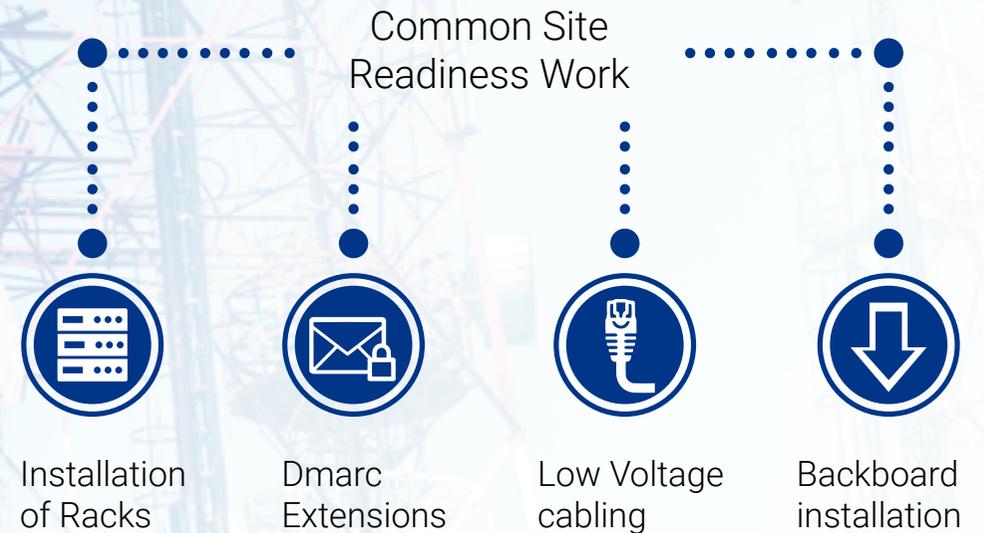
Before hardware deployment can take place, a site survey has to take place. These site surveys involve gathering information about the client's site and finding out as much about it as possible. This will help the engineer during the deployment process and after it. This minimizes disruption and helps them find out about things like the network closet, cabling, power and HVAC conditions.

Other readiness work that takes place during the site survey includes the installation of racks, Dmarc extensions, backboard installation and low voltage cabling. You'll find more than 50,000 expert engineers around the world ready to help you with this site survey and readiness work.

[Learn more](#)

Based on the data gathered customers will get first hand information about the pre-deployment work that is necessary for deploying new hardware.

Site Readiness Work Will be Performed to Make the Site Ready.



A man and a woman are walking through a server room aisle. The man is on the left, wearing a dark sweater and trousers, looking towards the woman. The woman is on the right, wearing a light-colored blouse and dark trousers, holding a tablet and looking at it. The room is filled with server racks on both sides, and the floor has a grid pattern. The lighting is cool and blue-toned.

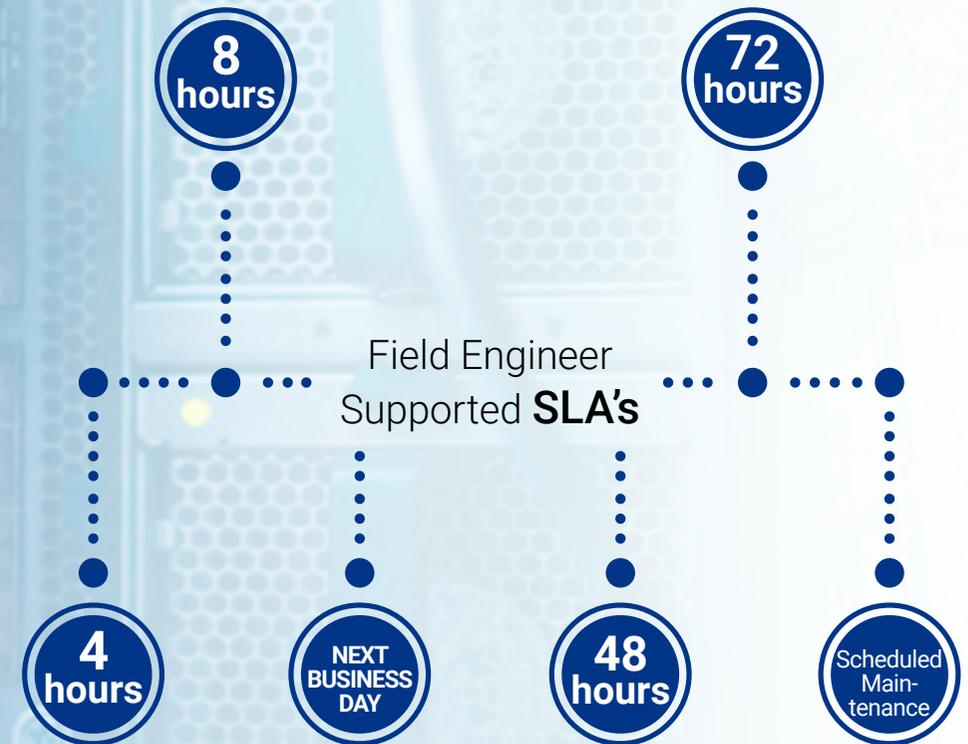
SLA Based Services

The services provided on Field Engineer are SLA based. That means the contracts between your business and the service provider clearly defined the level of service expected. This is great for clients because it helps them to have confidence in the services being offered by on-demand engineers. That's why many business use Field Engineer platform. It works for everyone.

There is a range of SLAs supported by Field Engineer. They include 4-hours SLAs, 8-hours SLAs, next business day SLAs (NBD), 48-hours SLAs and 72 hours SLAs, as well as scheduled maintenance. You will only pay for the time the engineers spend onsite doing the work you need them to complete.

[Learn more](#)

Service Level Agreements is a critical component of a contract between the service providers and customers. It is measured in service-related metrics and associated remedies and penalties.



Customers can fulfill these SLA's by utilizing the available local workforce. Customers will be only paying the engineers for the time they need them onsite.



Annual Maintenance

You want your network infrastructure to be healthy and in good shape, and annual maintenance work can help ensure this happens. As the name suggests, it should happen each year and during the maintenance work, preventative repairs can be made by engineers to ensure further problems don't arise later on.

They'll check the health of the network infrastructure and ensure it's as strong as it possibly can be. The engineers you can hire via Field Engineer can carry out quarterly, biannual or annual maintenance visits to your site. UPS battery replacements and health checks can be carried out, as well as checks for malfunctions in the networks and HVAC condition checks. They can be called upon anywhere and at any time.



In-Warranty

OEM's can avail FE's in-warranty services to replace hardware and perform preventive maintenance checks on the hardware. Engineers can be engaged to pick up the hardware or parts from the depot and deploy it onsite. Engineers can also pack the faulty hardware and ship it to the OEM's warehouse. If the faulty hardware needs to be disposed then the engineers will follow the local guidelines to dispose the hardware.

Out-of-Warranty

When your standard warranty has expired, you can avail expert techs from Field Engineer to provide service and support. Our platform provides you with easy access to our expert technicians who can quickly troubleshoot and fix any product, fast – often by the next business day. An engineer will visit your site to perform standard maintenance, replace consumable parts and recycle old replaced parts.



FIELD ENGINEER

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