



fieldengineer.eu 
ONSITE SUPPORT

Who are we?

FieldEngineer.EU provides services on different levels throughout the Benelux and Germany. Our engineers are trained on the levels of field services. We mount your gear, wire your rack, verify high-availability configuration and power up your equipment. Deployment, the complete documentation and digital pictures of the entire installation will be provided to simplify the ongoing support. Data center migrations has never been easier.

“IT’s that simple”

We boost your operation while significantly reducing the demand on company resources. Sometimes it is simply the smart move to hire an extra pair of hands. Our team of specialists can help you with any remote ICT issue that your department faces. On different levels (field services and warehousing) we offer a team of specialist which are proficient in the various subject areas.

Field services

Within 24/7 field services we offer rack and stack services, remote hands and smart hands.



Rack and stack

Within this Rack and Stack service the engineers of FieldEngineer.EU offer a wide range of knowledge which will make moving into a data center easier than it was before. With our onsite support we help you to maximize your ROI (return on investment).

- On-site technical assistance
- Hardware installations
- Interface card removal and installation
- Testing of carrier circuits
- Inventory of equipment, recording serial numbers, and capturing the installation status
- Power cycling a router, server, switch, and soft-booting a server
- Moving equipment within your data center racks and cabinets

Our field engineers provide flexible services helping you to maximize your ROI, such as:

- Site surveys, evaluations, and preinstall preparations
- Rack and stack features
- Receiving and unpacking hardware
- Inventory check, labeling, and serial number recording
- Professional assembly and rack mounting
- CPE-installations, move and change, service switching
- Datacenter technische support
- Wi-Fi-surveys and installations



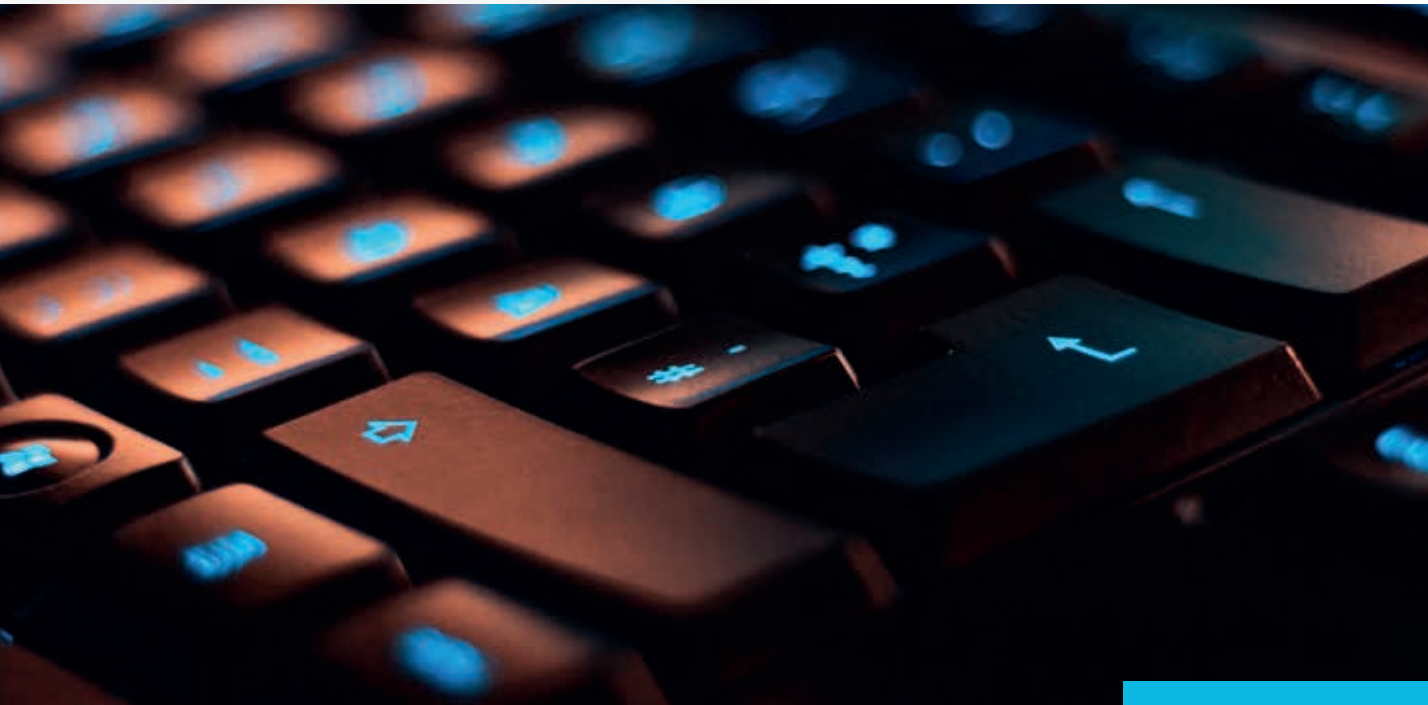
Remote hands

Remote Hands Service provides professional support to customers requiring emergency, planned and routine maintenance. Because our data center technicians are on call all day, every day, customers can respond more quickly to emergencies, reduce travel time to and from the data center, improve up-time and reduce the cost of infrastructure management and maintenance. Customers are able to reduce their cost of infrastructure management with hourly service plans, volume discounts and 60-minute billing increments.

- Securing cabling
- Checking port numbers
- Observing or reporting indicators on equipment
- Observation of environment and server reboots
- Visual verification to assist client's remote troubleshooting efforts
- Plug in a client-owned console port for remote management
- Connect external device to client's setup
- Observing or reporting indicators on equipment
- Requests to check physical network connectivity

FieldEngineer.EU provides a wide range of remote support while physically onsite or from a remote location:

- Increased manpower for day-to-day technical tasks – allows your IT staff to focus on strategic initiatives
- Enhanced productivity – relieves the pressure of routine maintenance activities
- Flexibility – pay only for what you need, as you need it



Smart hands

With Smart Hands support you are able to have our skilled data center technicians act on your behalf onsite to proactively or re-actively fix any issues that may arise your equipment. This will keep your IT team free to focus on important projects and tasks within your enterprise. The experienced technicians can handle a wide range of remote management and troubleshooting tasks.

- On-site technical assistance
- Hardware installations
- Interface card removal and installation
- Testing of carrier circuits
- Inventory of equipment, recording serial numbers, and capturing the installation status with digital photos
- Power cycling a router, server, switch, and soft-booting a server
- Moving equipment within your data center racks and cabinets
- Ladder racking, pre-wiring of patch panels and equipment
- Installing and maintaining cabling
- Verifying cable integrity for both copper and fiber media
- Providing visual verifications supported with digital photos
- Installing, replacing or removing equipment, including routers, switches, system modules, disk drives, memory, etc.
- Assistance with AV equipment installation and configuration
- Adding, removing or verifying a demarcation point
- Assisting with uncrating equipment from boxes and shipping replaced equipment
- Patching equipment to a patch panel based on a supplied patching schedule



Warehouse services

With our warehousing services you increase your range and response times. Spare parts handling

- SLA equipment storage
- Receiving and unpacking hardware
- Inventory check, labeling, and serial number recording
- Reverse logistics / return handling

Our flexible Warehousing services helping you to maximize your ROI

- Reduce SLA ticket turnover times
- Pay-as-you-go cost of your warehousing
- Lowers the cost of your distribution
- More efficient stock keeping
- Take advantage of value added services

24/7 Support

And last but not least, we are available 24/7, with multiple warehouses and provide a rapid response time for all your SLA needs.