

ASSURE

FIELD SERVICES

The Assure Field Engineering delivers 24x7 engineering support across mainland UK. They have many years of experience and as a result support a wide range of technologies from legacy systems through to the current generation.

Service levels can be delivered to meet the highest levels and underwrite committed response and fix times.

Services include SLA based incident response, planned change activities and also new installations and expansion services.

Service Benefits:

- Incident Response - 24x7x4
- Local Engineering presence
- Larger Engineering Team availability
- Reduced cost of delivery (employment and travel)
- Less reliance on sending partners own engineer's long distance
- Reduction in engineer utilisation management
- Regional support
- Quicker response times for project and support availability

The Field Engineering team provide services that have included;

Wireless Surveys, Physical Audits, CPE (Switch/Router) replacement, SD-WAN rollout, Vendor hardware swap out, Smart hands upgrades, Maintenance engineering, Thin Client refresh and Digital Signage deployments.

Example Pricing:

The pricing below details a per activity cost for delivery of field engineering support. This is based on normal working hours for 2, 4 or 1 day onsite and also a 24x7x-4hour to site response for SLA activity.

These services would be contracted annually based on a volume commitment. This volume commitment offers additional discounts.

Example Service Levels from Assure:

- 24x7x4 hour response to site
- 8x5xNBD
- 8x5xNBD response to site (normal working hours)
- Scheduled Visit

The Field Engineering team is managed from a central Service Desk.

The 24x7 Team provides overall management of the distributed Field Engineering function. The team logs and manages the incident through to resolution on behalf of our clients ensuring the service is delivered to at least the defined SLA. Calls can be logged by trusted client and engineers directly allocated to meet client SLA requirements.

Engineers are trained or certified to vendor associate levels (CCT/CCNA/ACMA etc).

Call service level can be defined at point of call.

Prior to initiation of the contract, Assure request that an estimated forecast be agreed based on call volume, SLA and geographic distribution. Whilst we understand this will vary, understanding service volume will ensure delivery success.

Incident response and installation services are normally assumed to be 2 hours onsite, while options for 4 hours and full days can be provided.

Standard Engineering Toolkits

- All Assure Engineers carry a standard toolkit to meet client requirements. The toolkit has been designed based on client feedback and service development to meet the vast majority of requirements. This includes the following:
 - Photo ID (Driving License/Toolkit)
 - Laptop
 - Ladder (Where appropriate)
 - Phone with 3G/4G Tethering and Digital Camera
 - Remote control software (e.g. Team Viewer)
 - PPE Equipment (Hard hat, Gloves, Glasses, Shoes, Hi-Vis Jacket)
 - Torch, USB Memory Stick, Label Maker
 - Screwdriver set, Cable Ties, Basic Cable Tester, Cage nuts and screws
 - 4 Way Power Strip, Power Cable
- Example Cables:
 - Serial Adapter, USB to RS232 adapter, Cisco Serial console cable, Ethernet Cable 3m/10m (Cat5E), Serial Cable (Straight through and crossover)