



SmartField Tech

GLOBAL IT FIELD SERVICES

GLOBAL IT FIELD SERVICES · MANAGED SUPPORT · DIGITAL SOLUTIONS

5,000+

Sites Supported

190+

Countries Covered

99.5%

SLA Uptime

24/7

Global Dispatch

www.smartfieldtech.co.uk

A field-first IT services partner.

SmartField Tech is a UK-headquartered IT services company delivering certified field engineering, managed infrastructure, and digital solutions for enterprises, MSPs, and system integrators worldwide. We act as a seamless extension of our clients' teams — solving real-world IT challenges with the same accountability as an in-house department.



Reliability

We deliver exactly what we promise, on time, every time.



Innovation

Ahead of the curve on tooling, automation, and delivery models.



Precision

Every ticket and project handled with in-house-team care.

OPERATIONAL SNAPSHOT

5,000+

Sites Supported

150+

Field Engineers

190+

Countries Covered

99.5%

SLA Uptime

4 hr

Priority Response

2018

Founded

One partner. Every site. No excuses.

MSPs and global enterprises don't need another vendor to manage; they need a partner who executes, every time, anywhere they operate.



01 — GLOBAL REACH

We cover where you operate

From flagship cities to remote branch locations, our engineer network spans 190+ countries — so your rollout doesn't stall at a border.



02 — RAPID DEPLOYMENT

Engineers on site, fast

4-hour priority SLAs and pre-vetted regional engineers mean we mobilise while other providers are still scheduling a call.



03 — ONE POINT OF CONTACT

One contract. Zero chasing.

No juggling regional subcontractors or fragmented vendors — one account team owns delivery across every site, every region.

Everything your IT operation needs, under one roof.



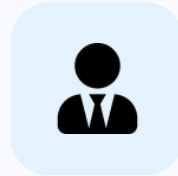
Managed IT Services

24/7 monitoring, patch management, and a dedicated account manager.



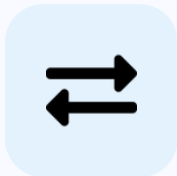
IT Support & Helpdesk

First, second, and third-line support — remote and on-site.



Field Support Engineers

Certified engineers on-site within your SLA window, anywhere.



Hardware Deployment

Multi-site staging, imaging, and commissioning at any scale.



WiFi Survey & Design

RF heat mapping and access point design, backed by data.



IT Asset Disposal

NIST-compliant data destruction with certificate of wipe.

Digital Solutions & AI Automation

Scalable digital products and intelligent automation — delivered by the same team that already manages your infrastructure.

DIGITAL SOLUTIONS

- 

Web Development
- 

Software Development
- 

Mobile App Development
- 

Shopify Development
- 

Social Media Marketing
- 

ERP & CRM Solutions

AI AUTOMATION

- 

Process Automation (RPA)

Replace repetitive manual tasks with bots that run 24/7.
- 

AI Chatbots & Agents

Intelligent assistants for support, helpdesk, and lead capture.
- 

Predictive Analytics

Early warnings for hardware failure and security anomalies.

From call to completion in four clear steps.

1

Discovery Call

We assess your requirements, site conditions, and SLA needs.

2

Scoping & Quote

A fixed-price quotation delivered within 24 hours. Nothing hidden.

3

Engineer Deployment

Certified engineers dispatched with every tool they need.

4

Delivery & Sign-Off

Full documentation and a clear handover, every time.

Average time from first call to engineer dispatch: under 24 hours.

INDUSTRIES

Sectors we serve.

We've worked across every major industry — bringing field expertise tailored to each sector's operational demands.



Financial Services



Healthcare & NHS



Retail & Hospitality



Aviation & Airports



Manufacturing



Education



Corporate Enterprise



Energy & Utilities



Telecoms



Government & Public



Logistics



Non-Profit

WHERE WE OPERATE

One partner. Four regions.

Same standards, same accountability — whether we're deploying in London, Dubai, Singapore, or New York.

UK United Kingdom Nationwide field coverage from London to Edinburgh. On-site engineers, helpdesk, and managed services.	EMEA Gulf & Middle East UAE, Saudi Arabia, Qatar, Bahrain, Kuwait, and Oman. Deep GCC enterprise experience.	APAC Asia Pacific Singapore, Malaysia, Japan, Thailand, Australia, and New Zealand coverage.	US North America Serving US enterprises and global organisations requiring international coordination.
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RECENT PROJECTS

Proof, not promises.

A sample of work delivered across our global engineer network in the last quarter.

**Singapore**

WiFi Survey

Full RF heat-mapping and AP redesign across a 4-floor regional HQ.

**Dubai**

Rack & Stack

Same-week server rack install and cabling for a colocation expansion.

**London**

Store Rollout

POS and network hardware across 38 retail locations in 3 weeks.

**Sydney**

Network Deployment

Switch and wireless upgrade across a multi-building campus.

**Toronto**

IT Asset Disposal

Certified decommissioning for 1,200+ end-of-life devices.

**Frankfurt**

Smart Hands

Emergency hardware swap within a 4-hour SLA at a Tier III facility.

PRICING

Transparent from the first conversation.

No hidden fees. No surprise invoices. Choose the model that fits, then scale as you grow.

PAY AS YOU GO

Ad-Hoc Support

\$65 / engineer hour

For one-off incidents and project-based field work. No contract needed.

✓

No minimum commitment

✓

Next business day dispatch

✓

Completion report provided

✓

UK, Gulf, APAC & N. America

BEST VALUE

MONTHLY RETAINER

Managed Services

\$1,200 / month

Full managed IT: monitoring, helpdesk, patching, and strategic reviews.

✓

24/7 proactive monitoring

✓

4-hour priority SLA response

✓

Dedicated account manager

✓

Monthly performance reports

PROJECT BASED

Enterprise Project

Custom

For large rollouts, multi-site deployments, or ITAD programmes.

✓

Dedicated project manager

✓

Fixed-price scoped delivery

✓

Multi-region capability

✓

Full documentation & sign-off

ACCREDITATIONS

Certified. Compliant. Trusted.

Our certifications reflect a commitment to security, process quality, and professional delivery.



Cyber Essentials Certified

UK government-backed cybersecurity standard.



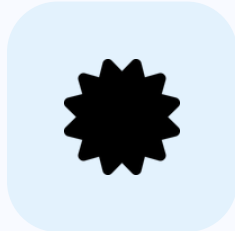
ISO-Aligned Processes

Quality management aligned to ISO frameworks.



GDPR Compliant

Full data protection compliance across all engagements.



Multi-Vendor Certified Engineers

CompTIA, CCNA, and Microsoft certified staff.

TRUSTED BY GLOBAL TECHNOLOGY LEADERS

Accenture

Nokia

TP-Link

Juniper

Huawei

Ericsson

Extend your global service capability.

MSPs and system integrators use SmartField Tech as their white-label field arm in regions they can't cover alone — without ever exposing the relationship to their client.

Become a Partner

PARTNER SNAPSHOT

40+

Active MSP Partners

190+

Countries via Partner Network



White-label support under your brand, end to end



Instant access to global coverage in 190+ countries



Vetted field engineers, ready to deploy on demand



Project services for rollouts your team can't staff alone



24x7 dispatch desk, integrated with your ticketing workflow

Execution you can measure.

Real metrics from across our global delivery network — transparency built into our service model.



GET STARTED

Ready to scale your IT delivery?

Tell us what you need and where — our team will respond with a scoped quote and coverage confirmation, usually within two hours during business hours.

Book a Discovery Call

Request a Quote

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WHY TEAMS CHOOSE US

 190+ Countries

 4-Hour SLA

 Certified Engineers

 One Point of Contact



SmartField **Tech**

GLOBAL IT FIELD SERVICES

Global IT Field Services · Managed Support · Digital Solutions

Thank you.