



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

ABOUT SMARTFIELD TECH

SmartField Tech Ltd offers a simple single-point-of-contact solution with 24x7 access to 150+ certified field engineers across 190+ countries around the globe. Our multi-vendor approach means we can immediately match the correct skill set to our client's requirements.



**Global Network of IT
Engineers**



**24 / 7
Coverage**



**Remote Service
Desk**



**Language
Skills**



**Global storage
locations**

5,000+

**SITES
SUPPORTED**

150+

**FIELD
ENGINEERS**

190+

**COUNTRIES
COVERED**

99.5%

SLA UPTIME

4 HR

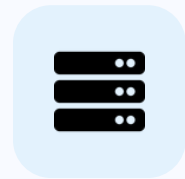
**PRIORITY
RESPONSE**

2018

FOUNDED

WHAT WE DO

Everything your IT operation needs, under one roof.



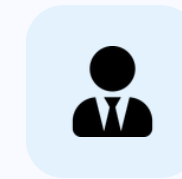
Managed IT Services

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



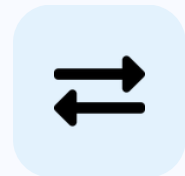
IT Support & Helpdesk

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.

SERVICES PORTFOLIO

Unified IT & Digital Solutions Ecosystem

Global IT Field Support



Managed IT & MSP Solutions



End User Computing - DC Engineers



Network & Cabling



Telecommunication Services



WiFi Site Survey



Software & App Development



Cloud Migration & Infrastructure Setup



IT Staffing & Resource Augmentation



Warehousing & Logistic



24/7 Helpdesk & Remote Support



OEM & AMC Services



ENGINEER SKILL SET

Certified expertise across every layer of IT.



EUC L1–L3

Deskside Support Engineer

Junior to senior: desktop, laptop, server, Exchange/SCCM, data & network, security.



Break Fix

Field Service Engineer

Hardware break-fix and part replacement — computers, printers, servers, storage.



Storage

Field Support Engineer

SAN/NAS, backup & recovery — NetApp, VMware, EMC, Azure Backup, Avamar.



Network

Certified Cisco & Juniper

CCNA to CCIE level. LAN, WAN, WiFi, SD-WAN install, support, and design.



Server

HP, IBM, Dell & OEM

Enterprise-level server & storage consultancy, security, ITIL-aligned.



Datacentre

Data Centre Support

Racking, stacking, structured cabling, fibre optical cabling, connectivity.



Cloud Solutions

Scalable & Cost-Effective

Architecture, migration, and ongoing managed cloud operations.



Mac Configure

Mac Configuration Services

End-to-end Apple Mac deployment, setup, and ongoing management.

Service Support Models



DISPATCH

- Support based on Demand Technician arranged from the pool.
- Preferred Model for Adhoc request
- Rotation of technicians based on
- availability Low number of users



DEDICATED

- Full time Support model
- 5 days / week
- Primary and backup technician availability
- Preferred Model for high volume of tickets
- High number of users



Designated

- Support on DesignatedDay(s) 1 or 2 or 3 day / week support
- Primary and backup technician availability
- Preferred Model for medium volume of tickets
- Medium number of users

ROUTERS, SWITCHES & NETWORK EXPERTISE

SmartField Tech specializes in the deployment, configuration, and support of core networking hardware, including enterprise-grade routers and switches.

We bring hands-on expertise working with industry-leading OEMs:

-  Expert Configuration & Setup
-  Diagnostics, Troubleshooting & Firmware Updates
-  Multi-vendor Interoperability Management
-  24/7 SLA-Based Remote & Onsite Support
-  Spares & Warranty Replacement Handling

Our skilled engineers ensure optimal integration, high uptime, and robust network performance tailored to diverse business environments.



HUAWEI

ERICSSON

WIFI SITE SURVEY (EKAHAU)

A WiFi Site Survey is a detailed analysis of your wireless network environment using Ekahau, a leading tool for WiFi planning, troubleshooting, and optimization.



Our WiFi Site Survey Process

- ◆ RF Environment Analysis
- ◆ Heatmap Visualization
- ◆ Capacity Planning
- ◆ Interference Detection
- ◆ Optimization Recommendations

OEM & AMC Services

At **SmartField Tech**, we partner with leading OEMs to deliver certified hardware and software support.

Complemented by our comprehensive AMC services. Together, they ensure reliability, compliance, and performance across your IT infrastructure.

OEM Support

- Partnerships with top vendors: HPE, Dell, Lenovo, Cisco, HP
- Genuine parts, certified engineers, and vendor-compliant processes
- Global procurement, warranty handling & firmware updates

AMC (Annual Maintenance Contracts)

- 24/7 proactive monitoring and preventive maintenance
- Server, network, and end-user device support
- SLA-based onsite & remote assistance with detailed reporting

STRUCTURED CABLING SERVICES

Comprehensive Network Design

Tailored cabling layouts to meet your business needs.

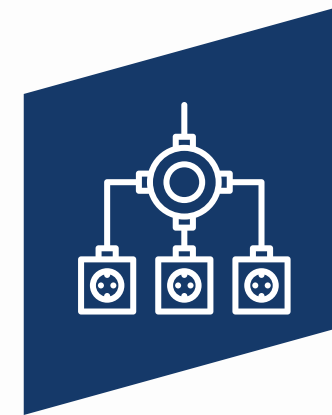


Testing & Certification

Ensure compliance with industry standards using advanced Fluke meter testing.

High-Quality Cable Installations

Fiber optics, CAT5e/CAT6 for optimal speed and reliability.



Scalable Networks

Future-proof designs to accommodate growth and technology advancements.

Cable Management & Labeling

Organized systems for easier maintenance and upgrades.



Minimized Downtime

Fast, reliable setups for minimal business disruption.

24/7 HELPDESK & REMOTE SUPPORT

01

Shared Service Desk

Support based on demand, preferred for ad-hoc requests, low number of users.

02

Dedicated Service Desk

Full-time support model, 5 days/week, preferred for high volume of tickets, high number of users.

03

In Country & Off Shore

Support model tailored to the needs of the business, ensuring service continuity.



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.

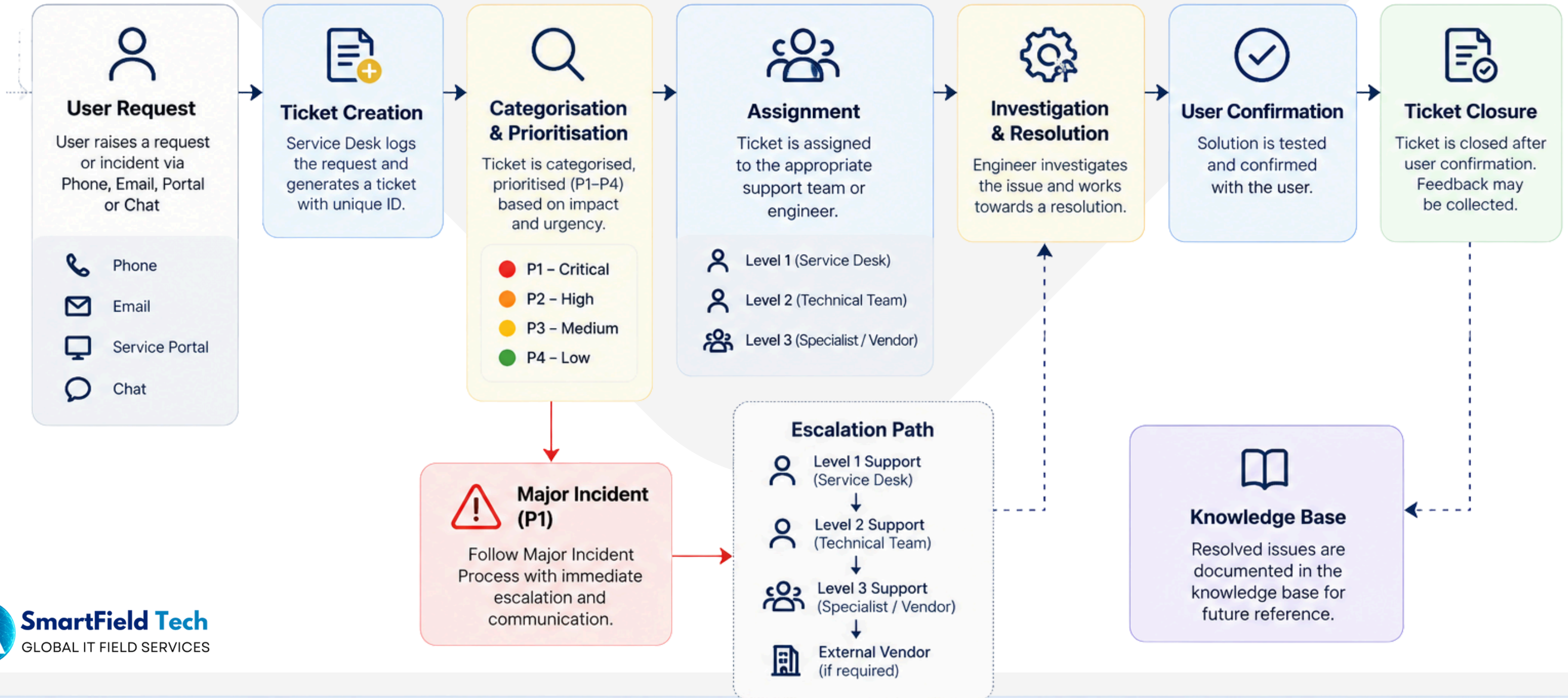


4

Delivery & Sign-Off

Full documentation and a clear handover, every time.

IT SERVICE DESK WORKFLOW



STAFF AUGMENTATION & TECHNICAL RECRUITMENT



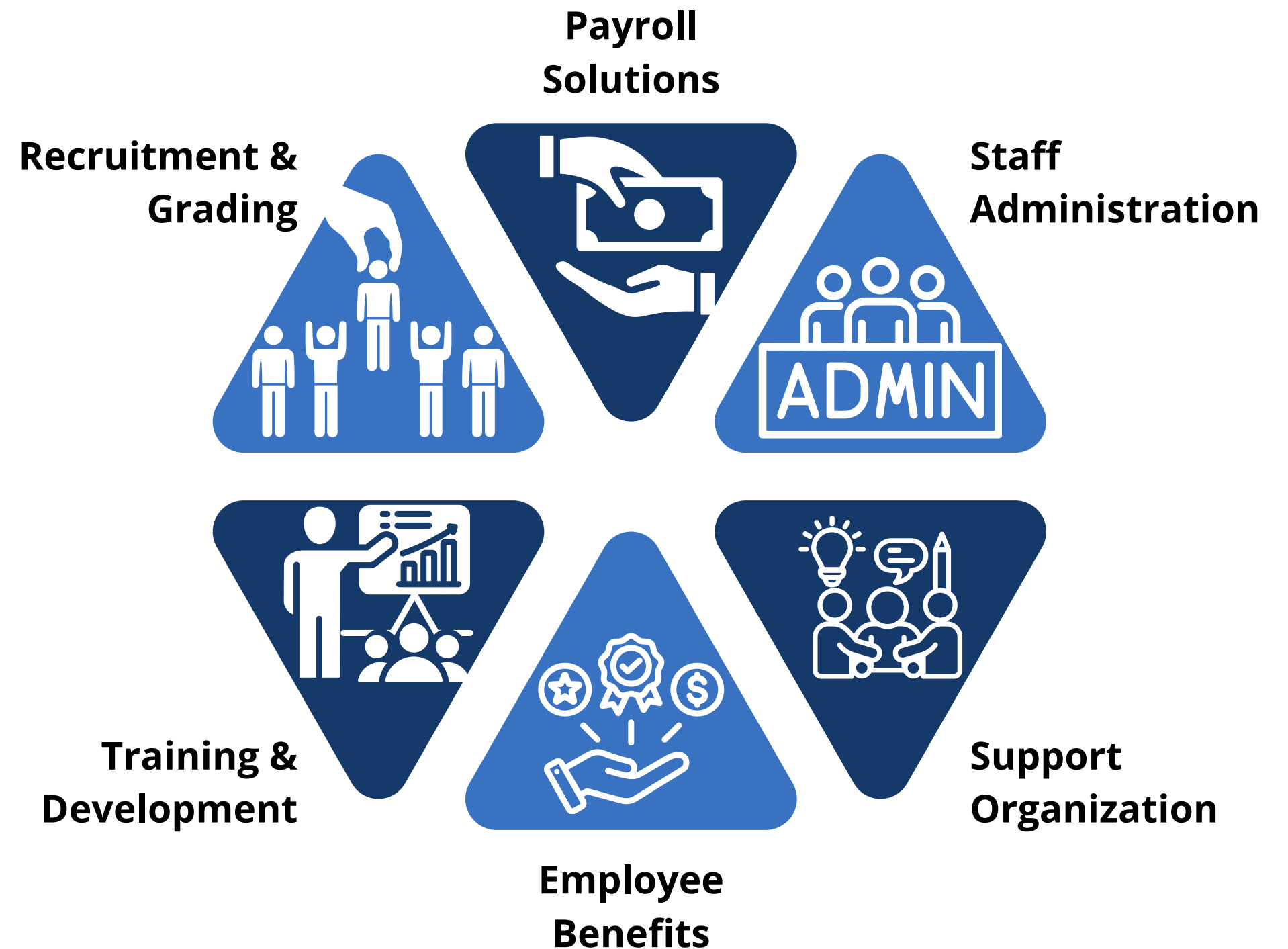
Offshore Support

- IT & Software Development
- Cybersecurity
- Project Management
- Marketing & Sales
- Design & UX
- Business & Finance



Onsite Support

- IT & Network Support
- Field Service Technicians
- System Administration
- Technical Support
- Hardware Deployment
- Network Security



SECTORS WE SERVE

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



Financial Services



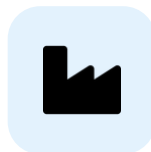
Healthcare & NHS



Retail & Hospitality



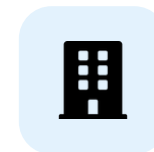
Aviation & Airports



Manufacturing



Education



Corporate Enterprise



Energy & Utilities



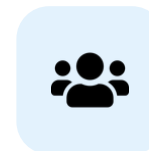
Telecoms



Government & Public



Logistics



Non-Profit

GLOBAL ENGINEER COVERAGE

SmartField Tech Ltd engineers by country

Total engineers

2,400+

Countries covered

87+

Top country

UK - 372

Top 6 markets

United Kingdom		372
Japan		253
Germany		234
United States		160
India		109
Italy		96

Fewer More

United Kingdom (HQ)

WHY SMARTFIELD TECH

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.

PARTNER PROGRAM

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

LET'S 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](#)



info@smartfieldtech.co.uk



+44 7848 483306



Office 1029XI, East Ham, London E6 2JA, United Kingdom

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.