

Site + Field Services

Get on-site support from our highly trained and experienced field engineers.

The challenge

Difficulty in obtaining necessary hardware in a timely manner

Struggling with storage, hardware and performance issues

Increasing the effectiveness of an on-site IT team

Ensuring critical on-premises server and network infrastructure is well-maintained

The solution

Dispatch trained field technicians to troubleshoot and replace failed devices

Ensure devices are operational and connected to the customer environment

Leverage an extensive network of vetted technicians for global reach

Support for warehousing, staging, configuration, shipping and scheduling

The impact

Reduced operational overhead and fuel expenses

Improved effectiveness and efficiency of internal on-site IT teams

Enhanced visibility and management of work orders

Seamless and timely hardware deployment and maintenance

Upgrade your IT management strategy with Site + Field Services, powered by ATSG—the in-person, expert support for your critical business applications and network infrastructure.

Key features + benefits

24x7x4, 8x5x4, 8x5xNBD Service Level Agreement (SLA) options

Over 27,000 supported locations globally with 2,200 pre-vetted partner field technicians

Dedicated Field Service Project Managers and an around-the-clock support desk

Comprehensive Networking Deployment Methodology: parallel installation, connectivity, configuration, migration and validation

To learn more about IT Managed Services, visit windstreamenterprise.com