



# Smart Hands Services

## Our Smart Hands

Smart Hands service is an on-site, operational support service to support remote management, installation and troubleshooting of your client's equipment.

Our highly acclaimed technical resources are known for best-in-class service and we can provide you the right people at the right time at the right place.

## Service Overview

This is a dispatch call out or planned service available to assist your staff on-site or be your remote eyes and hands in offices and data centres globally. Computergate's highly trained and experienced technicians can provide a wide range of remote assistance, management, custom installation and troubleshooting assistance. The full spectrum of our services ranges from basic tasks and guided work to specialists' services in Server, Networking, Storage and Cabling.

## What Can Our Smart Hands Services Cover

- Cabling Services, including patching.
- Rack and Stack Services.
- Troubleshooting support.
- Remote Management.
- Logistics Support.
- Asset Management

## Why Choose Us?

- 24x7 availability with quick response time ensures minimal disruption
- 4-Hour SLA's available in select countries.
- Resources range from support engineers to technical specialists.
- Prepaid option allows clients to buy tickets in advance of their SLA's.



### Resource Augmentation

Our Resource Augmentation Solutions provide expert, scalable resources to support a full range of digital transformation needs.



### Programme and Project Management

Delivering responsibility from design through to successful execution.



### Technical Delivery

Supporting clients with business service assurance, operational readiness and service availability.

## CONTACT US

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