

On-Demand Workforce for Data Center Support

At A Glance

FieldEngineer.com is a global on-demand field service marketplace connecting telecommunications and data center service providers to a global pool of skilled field engineers who are available on-demand.

FieldEngineer.com's mission is to build an ecosystem of on-demand technicians and enterprises that deliver competitive advantage to a business.

Following its beta release in October 2016, FieldEngineer.com has made its online marketplace available, aiming to solve the problem of finding the right resource in the right place at the right time.

We achieve this by connecting companies looking for their data center staffing requirements with the right field engineers locally, on demand.

Available now as an app on the App Store and Google Play.

Executive Summary

FieldEngineer.com is a revolutionized approach to meet the ever-changing workforce requirements of data centers. FieldEngineer.com's "on-demand technicians" concept enables affordable and readily available on-demand technicians for data center with a short turnaround time.

FieldEngineer.com has a vast pool of certified, pre-screened technicians with background checks completed, available for part-time or full-time assignments. Currently, we have over 35,000 professionals registered from over 168 countries with plans to expand rapidly at a steady pace.

Business Challenges

Finding the right person for a job is tough. Getting a field engineer with the right skills in the right place at the right time is tougher, which is compelling the companies to keep their skilled engineers on their payroll. As a result, their operational cost begins to add up and leads to under-utilized resources.

With the fast changing technology and skills required for management, the gap between addressing the technical difficulties and availability of the resources needed to accomplish them is only widening.

Data centers are constantly growing and changing their infrastructure to keep pace with the competition and demand, as well as advancement in technology. This creates a surge in need for technology specialists on short notice, usually for a specific window of time.

The nature of the workload at a data center fits the pattern of peaks and valleys. For businesses, it is a real challenge to retain data center technicians on their payroll during the valley periods where the demand for their skills is less and under-utilized. Conversely, it would be very demanding to hire the capable resources during a peak period. Acquiring technicians with the right skill-set might take time for onboarding as well.

Additionally, with data centers being the pivotal point of focus for business continuity and disaster recovery, it is important to secure technicians in close proximity to the data center.

Proposed Solution

All above challenges prompted FieldEngineer.com to come up with innovative on-demand field engineer solutions in the following scenarios, but not limited:

- » Telecommunication companies requiring technicians to perform cabling and device installations at remote locations.
- » Data centers requiring on-demand technicians for IMAC management jobs.
- » Co-hosting companies requiring technicians for planned activities and break-fix calls.
- » SLA based requirement for Same Day or Next-Business-Day support.

Time to Market

Enterprises of any size can now initiate projects without the constraint of skills or technicians. They can reduce the time-to-market for their services and stay ahead of their competitors.

Cost Advantage

Lowering workforce cost is one of the major advantages of using on-demand technicians from FieldEngineer.com for projects.

Pay as You Use

FieldEngineer.com also provides a work order service. Customers can set it to act hourly-based or device-based, or even fixed-cost-based.

Service Desk Support

Customers have the option to choose service desk support, a feature that is necessary to record, coordinate, and resolve the break-fix issues as well as to coordinate with the vendor and field engineers to meet SLA.

How it Works

FieldEngineer.com provides managed services that are SLA based. Our service desk monitors each break-fix call from start to finish and ensures a continuous and timely update to the customer.

FieldEngineer.com's operations team monitors work order based jobs to ensure competent technicians take on the appropriate duties by providing them the required details. Once finished, the technician submits the relevant sign off documents.

In a broader perspective, we can classify the workload at a data center with the following two classifications:

- » Planned Activity
- » Break-Fix Activity (SLA-based)

Jobs include, but not limited to:

- » Installation or relocation of hardware and components, CMDB updates, remediation work.
- » Coordinate with vendors and service providers, ensuring access to equipment cages.
- » Building, moving or relocation, migration, and consolidation of data centers.

Key Results:

- » Availability of a skilled pool of resources to handle the complex tasks with ease.
- » Swift resolution by using on-demand technicians for data center support.
- » Significant reduction in operational costs, as there are absolutely no additional overheads caused by freelance professionals.
- » Increase in capability to handle multiple projects concurrently.
- » Enterprises start getting benefit from attractive pricing across solutions.



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