

Field Services

IDE Group has a large team of highly skilled field-based technicians, engineers and business process experts that collectively deliver a wide range of services for our customers and partners across the UK.



With 25 years' experience providing ICT solutions to the public and private sectors and more than 450 employees located in London, Reading and Bournemouth we support customers across the UK. 150 field based staff provide the physical on-site delivery of our solutions, each one of them has the full backing of our support and engineering staff in our Network Operations Centre.

Support Based Engineering

For those customers and channel partners that require onsite IT support services and break/fix warranty delivery, our support based engineering provides rapid access to a team of specialists to address IT hardware issues that cannot be fixed remotely.

IDE Group field engineers support any device or system with contracts covering labour, replacement parts and components. If they are unable to quickly and effectively resolve an issue, they provide temporary loan equipment and quickly facilitate a permanent replacement. Our engineers are trained in the software packages and operating systems used by our customers, allowing them to become an extension of in-house support teams.

New installations, relocations, modifications, upgrades and removal services can all be part of a support contract, with engineers operating at the desk side to deliver a personal and highly effective service. Contracts can be tailored to specific customer requirements, allowing you to specify which equipment is in-scope and to select support hours, service windows, regular maintenance and SLA response times.

How do we ensure that we supply suitable staff?

One of the key issues when requesting temporary staff to fulfil specific projects, is ensuring they are of the correct level of experience and training. To ensure that we always provide suitable staff we adopt the SFIA Framework which describes the technical skillset possessed and the level of expertise the individual has. This can range from more junior staff through to hugely experienced consultants and is an extremely useful way for us to assess individuals, ensure we provide suitable resources and set an appropriate day rate.

Visit our website idegroup.com

Or call **0344 874 1000** to discuss your requirements

DS/OCT 2017/1

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Flexible Resourcing

For large scale project delivery and fluctuating demand IDE Group offers highly flexible resourcing, which allows customers and channel partners to rapidly scale up and down their technical workforce in order to deliver projects. This can be a highly effective way to plug skills shortages and to deliver expertise for a short period of time, without having to formally recruit staff, which may cause project delays, capability gaps and present difficulties in reducing numbers quickly when the need subsides.

The ability to rapidly increase and decrease headcount and to select from a well-trained and pre-approved workforce can be invaluable, allowing almost instant staff number changes to supplement permanent staff. Flexible resources can be deployed across the UK and Ireland with a huge variety of skills available:

Data Centre & Cloud Solutions

- Colocation
- Enterprise Computing
- Cloud Services
- Storage
- Hosting
- Switching
- Virtualisation
- Security

Communications & Collaboration

- Voice & IP Telephony
- Network Infrastructure
- Contact Centre
- Messaging
- Presence
- Rich Media Conferencing

Professional & Managed Services

- Consulting
- Application Integration & Development
- Managed Services
- Remote Monitoring & Management
- Business Analytics
- Project Management
- Service Desk
- Desktop

Certifications & Accreditations

IDE Group has built strategic partnerships with the world's most respected solutions and services vendors. We achieve the highest level of accreditations and retain the expertise within our workforce, holding appropriate certifications at both company and individual level. These vendors provide the building blocks of our solutions portfolio, we also have an extensive partner network to call upon allowing us to support a range of technologies which really sets us apart from our competition.



Our expertise is not limited to purely technical matters, we adopt practical and pragmatic project management and IT process techniques, through the application of PRINCE2 and ITIL methodologies in our projects. As a business we hold all the principal ISO quality certifications and for the public sector we even ensure that our staff are SC cleared.

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