



SERVICE DEFINITION DOCUMENT

FIELD FORCE SERVICE NETWORK SUPPORT

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BACKGROUND

Modern organisations rely on highly available, secure, and performant network infrastructure to support digital workplaces, data-driven operations, and business-critical applications. Any disruption to connectivity—whether at the campus, branch, retail, or remote-site level—can significantly impact productivity, customer experience, and operational continuity.

Simplex Services provides **Field Force Network Support Services** to ensure enterprise networks remain resilient, secure, and optimised across distributed environments. Our services deliver **hands-on onsite network expertise**, supporting LAN, WAN, wireless, and connectivity infrastructure through the full lifecycle—from design and deployment to troubleshooting and optimisation.

Simplex Services' Field Force Desk-Side Support offers responsive, on-site assistance, ensuring end-user productivity and a seamless digital workplace experience. Delivered by skilled field engineers and supported by structured governance, the service covers device support, IMAC activities, rollouts, break-fix resolution, and hypercare during transitions. Through a lifecycle-driven approach aligned with ITSM processes, Simplex enables consistent, SLA-aligned service delivery while maintaining strong alignment between users, business needs, and IT governance.

Through a scalable field engineering model, Simplex enables organisations to maintain network reliability without the cost and complexity of maintaining large in-house network teams. These services are delivered in direct support of cloud-enabled and hybrid environments, ensuring secure connectivity and reliable access to cloud-hosted platforms and services.

FIELD FORCE OFFERINGS

Simplex delivers comprehensive onsite Network Support services designed to support enterprise, public sector, and regulated environments.

1. Network Installation & Deployment

- Installation and configuration of routers, switches, firewalls, and network appliances
- Wireless Access Point (AP) installation, relocation, and replacement
- Structured cabling, patching, and labelling
- Network rack layout and cable management
- Support for new site rollouts and branch expansions

2. Network Incident & Break-Fix Support

- Onsite troubleshooting of network outages and performance degradation
- Diagnosis and resolution of LAN/WAN/Wi-Fi issues
- Replacement of faulty network hardware

- Emergency onsite response for critical incidents
- Coordination with central NOC and Service Desk teams

3. Wireless Network Services

- Wireless Access Point surveys and validation
- Signal strength, coverage, and interference checks
- Performance optimisation and tuning
- Support for enterprise-grade Wi-Fi deployments

4. Connectivity & ISP Coordination

- Support for ISP circuit installations and activations
- Onsite assistance during carrier testing and handover
- Coordination with telecom providers and third-party vendors
- Validation of connectivity post-installation

5. Network Changes & Lifecycle Support

- IMAC (Install, Move, Add, Change) activities for network devices
- Network refresh and upgrade programs
- Device relocation and reconfiguration
- Decommissioning and secure removal of network equipment



Figure 1: Field Force Network Service Offerings

OUR CAPABILITIES

Simplex's Network Support capabilities are built on skilled field engineers, standardised processes, and strong governance.

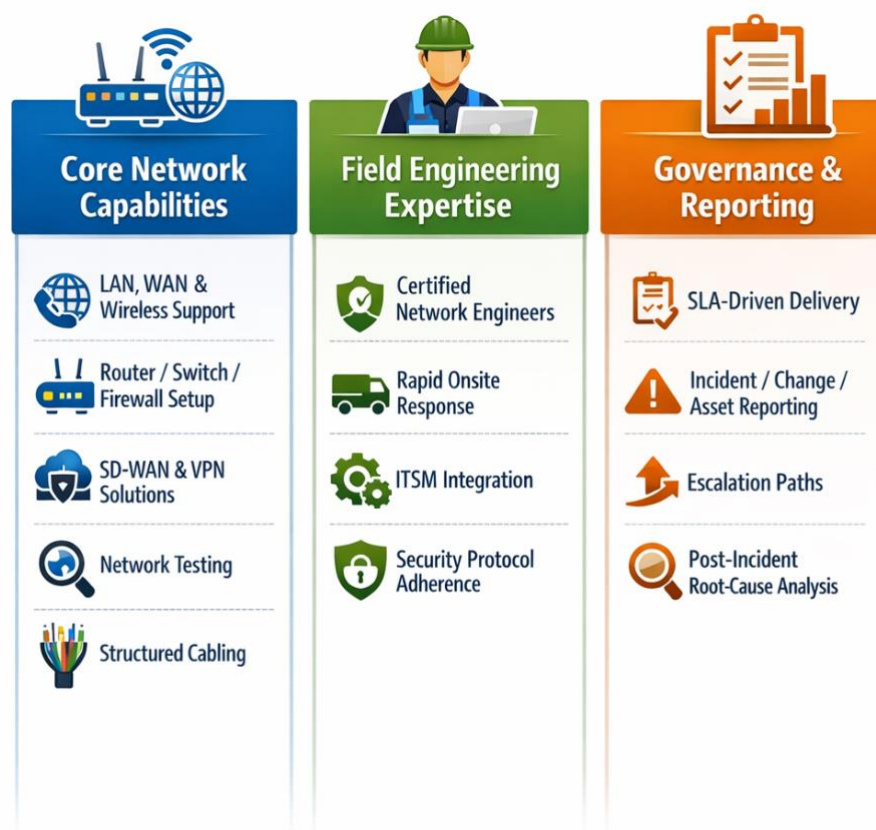


Figure 2: Field Force Service Capabilities

1. Core Network Capabilities

- LAN, WAN, and wireless support
- Router, switch, and firewall installation
- SD-WAN and VPN support
- Network performance testing and validation
- Structured cabling and physical network infrastructure

2. Field Engineering Expertise

- Certified and experienced network field engineers

- Local and regional coverage for rapid onsite response
- Integration with client ITSM and incident management platforms
- Adherence to client security and access protocols

3. Governance & Reporting

- SLA-driven service delivery
- Incident, change, and asset reporting
- Clear escalation paths
- Post-incident reporting and root-cause inputs

APPROACH

Simplex delivers Network Support using a structured, repeatable lifecycle approach that ensures consistency, quality, and minimal disruption.

Field Force Network Service Approach



Figure 3: Field Force Service Approach

1. Modernisation

- Network site assessments and readiness checks
- Wireless and connectivity surveys

- Design validation and deployment planning
- Identification of upgrade and optimisation opportunities

2. Deployment

- Onsite installation and configuration of network equipment
- Wireless AP deployment and tuning
- Circuit activation support
- Validation testing and acceptance

3. Sustenance

- Proactive and reactive onsite support
- Break-fix and incident response
- Network changes and refresh activities
- Continuous optimisation and performance improvement

This approach ensures networks remain stable, secure, and scalable as business needs evolve. Our methodology is designed to minimise disruption, support secure operations, and enable streamlined service delivery, with engineers available across Europe, North America, APAC, and LATAM.

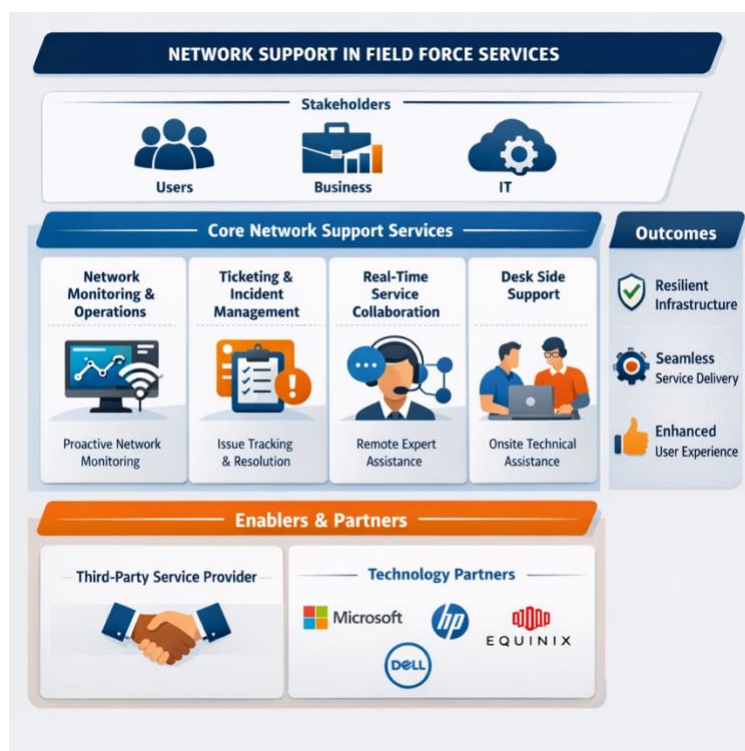


Figure 4: Field Force Service Framework

Network Support Framework

1. Stakeholder Alignment

- Users, Business, and IT teams are at the core of service delivery, ensuring that network support aligns with organisational needs and user expectations.

2. Network Monitoring & Operations

- Continuous monitoring of LAN, WAN, and wireless environments
- Proactive fault detection and performance analytics
- Real-time dashboards for visibility and rapid response

3. Ticketing & Incident Management

- Centralised ticketing for all network-related issues
- Integration with client ITSM platforms for seamless workflow
- Clear escalation paths and rapid incident resolution

4. Real-Time Service Collaboration

- Coordination between field engineers, NOC, and Service Desk
- Use of collaboration tools for live troubleshooting and updates
- Enhanced communication for faster problem-solving

5. Desk Side Support

- Onsite technical assistance for network hardware and connectivity
- Support for device setup, configuration, and troubleshooting
- Personalised support to ensure minimal disruption

6. Enablers & Partners

- Collaboration with third-party service providers and leading technology partners (Microsoft, HP, Equinix, Dell) to deliver robust, scalable, and secure network solutions

7. Outcomes

- Support for resilient infrastructure, improved service continuity, and enhanced user experience through proactive support, rapid incident management, and continuous improvement

Risk Management, Governance & Assurance

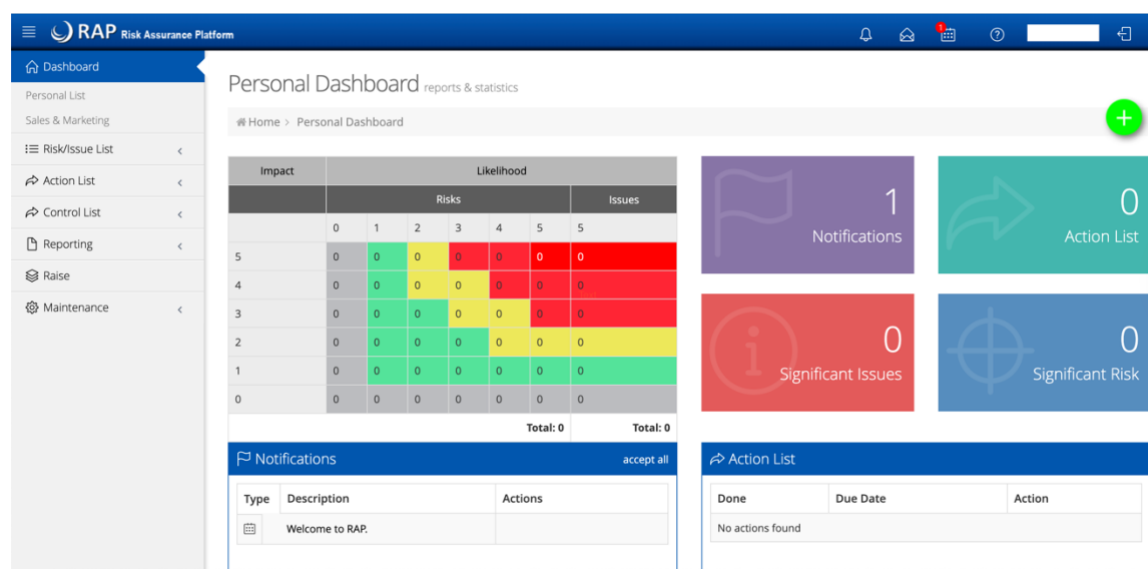
As part of its governance and assurance approach, Simplex applies a structured and consistent risk management capability, supported where appropriate by a secure, cloud-based Risk Assurance Platform. This capability is used to enable systematic identification, assessment, and ongoing management of risks across delivery, operational, architectural, and programme contexts throughout the service lifecycle.

The approach ensures that all identified risks are clearly defined, categorised, and assigned accountable owners, creating transparency and reinforcing ownership from the point of identification through to resolution. Risks are assessed using auditable and configurable scoring

models that consider likelihood and impact across multiple dimensions, enabling informed prioritisation and evidence-based decision-making.

The platform supports clear differentiation between inherent risk, residual risk, and target risk states, providing stakeholders with visibility into control effectiveness and progress toward risk reduction objectives. Continuous monitoring and structured reporting enable early identification of emerging risks, trends, and control gaps, supporting proactive governance rather than reactive intervention.

Risk controls, mitigating actions, and dependencies are managed through governed workflows with role-based access, ensuring that responsibilities, approvals, and changes are appropriately controlled and traceable. This structured approach supports strong compliance, audit readiness, and assurance requirements, particularly in regulated and assurance-driven environments, while enabling Simplex and its clients to maintain a consistent, defensible, and data-informed approach to risk management across all services.



Sustainability/GPM

Simplex Services embeds sustainability into the way projects and services are designed, governed, and delivered, rather than treating it as a standalone initiative. As a GPM-aligned organisation and Accredited Training Partner, Simplex applies Sustainable Project Management principles to reduce waste, optimise resource utilisation, and improve long-term value across cloud, digital, and infrastructure engagements. Sustainability considerations are integrated into planning, delivery, and assurance activities, ensuring that environmental, social, and economic impacts are assessed

alongside cost, risk, and performance. This pragmatic approach enables clients to achieve responsible outcomes without adding unnecessary complexity or administrative burden.

UN Sustainability GOALS

Simplex's sustainability practices directly support the UN Sustainable Development Goals, particularly goals relating to responsible consumption and production, industry innovation and infrastructure, climate action, and decent work and economic growth. Through responsible IT delivery, cloud optimisation, governance-led decision-making, and sustainable project management practices, Simplex helps organisations reduce carbon impact, improve operational efficiency, and build resilient digital foundations. By focusing on measurable outcomes—such as reduced waste, improved lifecycle management, and stronger governance—Simplex enables clients to demonstrate tangible progress against sustainability objectives while maintaining compliance with public-sector standards and long-term organisational goals.

PRICING

Please refer to the associated Pricing Document relevant to this Service.

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ABOUT US

Simplex Services responds to the diverse business needs of enterprises of all sizes, focusing on aligning business priorities with technology solutions, operating models, and costs.

For over a decade, our service offerings have been aimed at maximising the potential that technology can offer. Our customers and partners trust us not just for solutioning & implementation, but also to improve efficiency, reduce costs, identify new revenue streams, and make them future-ready.

1200⁺

Years of
Industry
Experience

8800⁺

Hours of Consulting
Delivered So Far

97%

Projects Completed
on Time

95⁺

Employees &
Associates

11

Years in Business



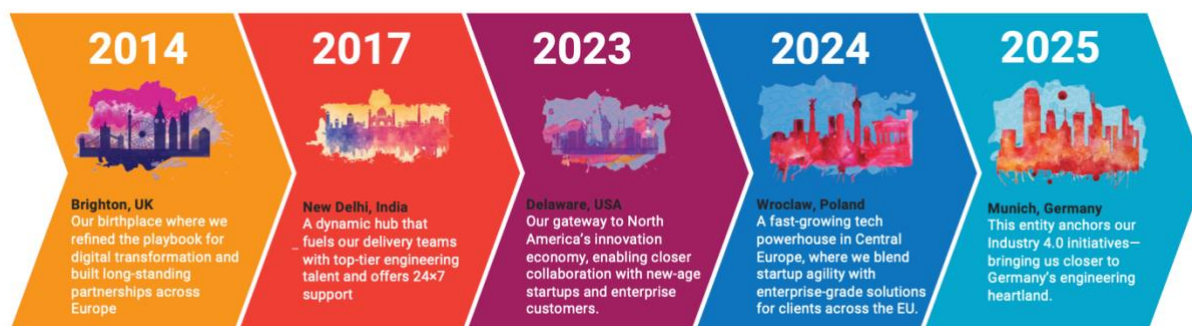
Our Global Footprint

Mapping Impact Worldwide

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Mapping Impact Worldwide

From its conception in Brighton, UK, Simplex Services has expanded its global footprint by establishing offices in key locations worldwide to deepen relationships, tap local expertise and deliver hands-on support to clients worldwide.



Core Capabilities

Accelerating Digital Transformation

Advisory & Architecture - Strategic guidance and technical expertise to help businesses navigate the complex world of IT architecture and make informed decisions about their technology investments. - With our Technical Authority-as-a-Service (TAaaS) framework, we offer businesses a flexible, cost-effective, and rapidly deployable solution to access the technical expertise needed, when needed, without the overhead of building in-house teams and improving organisational agility.	Data and AI - Transforming your core processes into self-optimising, intelligent operations to reduce costs, eliminate errors, and accelerate time to value. - Our AI-powered and data-led workflow automation solutions turn buzzwords into business value. We help you identify high impact automation opportunities that reduce errors, cut costs, and improve efficiency—from quick win deployments to enterprise-wide automation strategies for measurable outcomes.	Digital Workplace - Align technology, people, and business processes to improve productivity and organisational efficiency and enable a consistent end-user experience across multiple devices and locations. - Our solutions integrate productivity platforms like Microsoft 365 and identity management with a focus on user experience and security. The result is a workplace that boosts collaboration, streamlines workflows, and adapts to evolving business needs—without compromising compliance or performance.	Infrastructure Modernisation - Unlock agility, resilience, and cost efficiency by transforming your legacy infrastructure into a modern, cloud-optimised environment. - Our cloud services take you from assessment to execution. Whether it's migrating workloads to hyperscale's like Microsoft Azure, adopting hybrid or multi-cloud architectures, or DevOps integration, we design and deliver a scalable, secure, and high-performance foundation that supports continuous business innovation and delivers measurable ROI.	Workforce Staffing - Bridge talent gaps quickly with provide skilled professionals who integrate seamlessly into diverse teams, delivering immediate value on critical projects. - From niche technical experts to largescale deployment teams, we handle sourcing, vetting, and onboarding—so you can focus on delivery. Our flexible staffing solutions adapt to your needs, whether it's short-term augmentation, long-term placements, or rapid scaling for new initiatives.
Field Force - Empower your distributed workforce with a connected, secure, and intelligent digital workplace designed for the realities of field operations. - Our framework delivers end-to-end IT support—from on-site assistance and IMAC (install, move, add, change) services to legacy device lifecycle management—resulting in a resilient, agile, and secure environment that keeps your field teams connected, your assets protected, and your operations running smoothly.	Merger and Acquisition - Simplify the IT complexities of M&A with end-to-end integration services, including managing due diligence, system consolidation, and process harmonisation. - By identifying synergies and mitigating risks early, we help you achieve a smooth transition ensuring your technology landscape supports the deal's strategic objectives. Our approach accelerates value realisation and ensures business continuity while aligning people, processes, and platforms across the merged entity.	Operational Resilience - Strengthen critical processes, improve disaster recovery readiness, and ensure continuity in the face of adverse events—adapt, respond, and recover. - We align resilience planning with regulatory requirements and industry best practices, enabling business continuity and helping you protect revenue, maintain trust, and recover faster. From risk assessments to disaster recovery strategy to incident response, we provide the guardrails your business needs to thrive under pressure.	Risk Assurance Platform - Transform the way your organisation identifies, owns, and mitigates risk with RAP—a highly configurable, cloud-based enterprise risk management solution built on ISO 31000 principles. - RAP combines data, analytics, and automation to help you identify, assess, and mitigate risks before they impact your business. From board-level oversight to frontline accountability, RAP embeds a culture of proactive risk governance across the business.	Sustainability - Embed sustainability into every stage of your digital transformation with strategies that deliver measurable ESG impact alongside business performance. - We help organisations reduce their carbon footprint by architecting energy-efficient infrastructure, sustainable IT asset disposition, and optimising processes. Through our partnership with Green Project Management (GPM), we bring proven methodologies to turn sustainability from a compliance obligation into a driver of innovation, cost savings, and brand value.

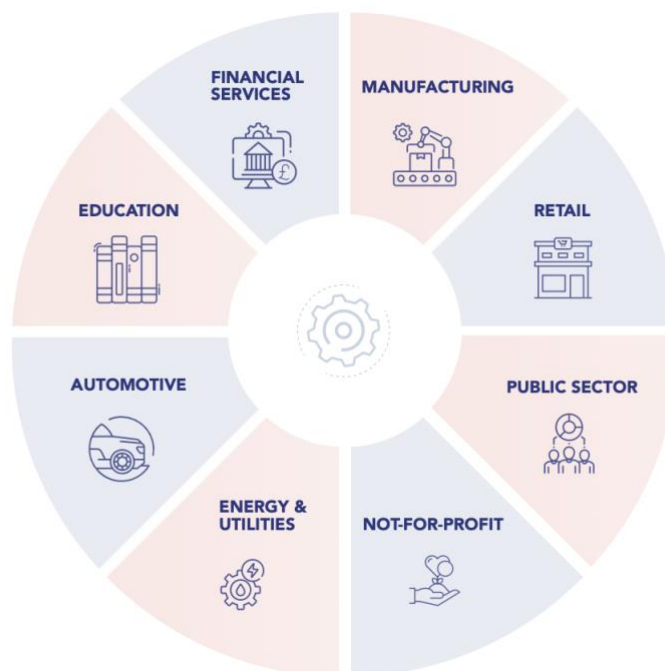
Accreditations & Certifications

Validated. Trusted. Proven.



Cross-Industry Impact

Tailored for Every Terrain



Powered by People

Human Insight. Technological Impact.

At Simplex Services, our people-first philosophy underpins every engagement. By putting human needs at the core, we ensure every stakeholder gains maximum value from future-ready solutions that deliver lasting returns on investment.

We listen—actively and attentively—to understand each client’s unique goals, challenges, and priorities. This deep understanding forms the foundation of partnerships built on trust, transparency, and collaboration. With a team of highly experienced and diverse professionals, our commitment is to ensure that every solution we provide continues to drive operational excellence and long-term success.

Additionally, within our organisation, every team member is empowered to thrive, not just deliver. We help our employees stay ahead of the curve by investing in their growth with hands-on training, learning programs, and industry-recognised certifications.

Simplex supports the Living Wage Campaign, led by Brighton Chamber and supported by Brighton & Hove City Council and UNISON Brighton, for promoting fair pay, improving employee wellbeing, and strengthening communities.

We are also proud of taking the Breathe Culture Pledge, joining a growing movement of businesses in the region committing towards investing in our company culture to super-charge employee engagement and propel the businesses forward.