HELPING OUR CUSTOMERS CHANGE THE WORLD

Smart Hands Service Description

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SERVICE OVERVIEW

1.1 Executive Summary

1.1.1 Transforming Networks with Computacenter's Smart Hands, Eyes & Feet

In a world where digital business is the business, the network has become the lifeblood of operational performance, customer experience, and innovation. Yet even the most software-defined, cloud-connected enterprises ultimately depend on the physical layer—racks, cables, optics, power, and the devices that make packets move. Transforming and operating networks at scale demands a precise physical execution engine that works hand-in-glove with your architects and remote command centres. This is exactly where Computacenter's Smart Hands, Eyes & Feet teams excel.

Our Smart Hands service extends your engineering reach to every site that matters—datacentres, campuses, branches, distribution hubs, edge locations—delivering on-site physical assistance, visual verification, and local troubleshooting without the cost or delay of sending your own specialists. We pair disciplined field execution with robust PMO governance, mature safety practices, and deep collaboration across trades and vendors. The result is faster deployments, safer changes, higher first-time-fix rates, and a consistent standard of quality—no matter the geography.

1.1.2 Why Smart Hands Now: Speed, Safety, and Scale

Network transformation programs—whether refreshing campus switches, replacing access points, migrating racks, or modernizing WAN—are often constrained by the capacity to execute routine yet critical physical tasks consistently. Freight arrives early; change windows move; escorts and permits vary; site documentation is incomplete; and last-minute dependencies (power, ladders, patch cords) appear without warning. This is not where you want your senior network engineers spending their time.

Computacenter's Smart Hands free your specialists to focus on design, policy, and automation while our trained technicians execute onsite tasks under remote guidance, turning complex program plans into reliable outcomes. We blend standardized runbooks with local judgment, ensuring the right decision gets made at the rack face, the ceiling tile, or the patch panel—safely and on time.

1.1.3 What Differentiates Computacenter

1) End-to-End PMO and Seamless Management

We bring more than hands—we bring a Project Management Office that treats physical execution as a first-class workstream, essential to change success. Our PMO integrates with your governance to provide:

- Structured planning & scheduling across multi-site rollouts and migrations
- Risk and dependency management that anticipates logistics, permits, escorts, and access
- Centralized reporting & dashboards for visibility of progress, KPIs, SLAs, and evidence (photos/serials)
- Change control & compliance aligned to your standards and audit needs
- Stakeholder communication & escalation with clear RACI and cadence
- Continuous improvement, feeding lessons learned back into methods, tooling, and runbooks

This seamless management layer ensures Smart Hands activity is never ad-hoc—it's governed, measured, and optimized from day one.

2) Engineering Expertise, Standardized Methods

Every site visit follows documented field procedures with pre-checks and post-checks that close the loop for remote engineers. Our teams are coached in device identification, port labelling, LED/console verification, ESD and handling, and safe racking/stacking. Combined with photo evidence and asset validation, this raises the first-time-fix rate and reduces rework.

3) Global Reach with Local Presence

We operate through a geographically distributed field network to reach metro hubs and regional sites efficiently. Where dispatch times or access requirements demand it, we offer Dedicated (Resident/Near-Site) resources, embedding with your teams for immediate response and sustained throughput.

4) Safety First—Always

Strict Health & Safety is non-negotiable. Our technicians follow method statements, risk assessments, and site-specific inductions. They are versed in working at height, manual handling, and electrical awareness. We implement permits to work, verify PPE, and ensure tooling meets site requirements. Safety isn't a stage gate at the door; it's a continuous discipline during every task.

5) Collaboration with Other Trades

Network transformation usually intersects with construction, electrical, HVAC, and security teams. We collaborate smoothly with general contractors and specialist trades, sequencing tasks, sharing constraints early, and avoiding rework. From ladder access and containment coordination to ceiling re-instatement and cable containment compliance, we work the details so you don't have to.

6) Evidence-Based Outcomes

You get before/after photos, serial/asset confirmations, and change evidence captured in a consistent format. This delivers auditability, compliance confidence, and faster acceptances from CABs and operational owners.

1.2 What You Get: A Service Built for Operational Outcomes

1.2.1 Service Features

Our service features are designed to support network transformation and steady-state operations:

- On-site physical support for IT hardware tasks
- Visual verification of equipment status and cabling
- Hardware installation and swaps (racking, stacking, module replacements)
- Cable patching, labelling, and management for tidy, supportable racks
- Controlled power cycles and device resets
- Inventory checks and asset tag verification
- Environmental monitoring (temperature, humidity, clearance, security)
- Peripheral connection (KVM/console) for diagnostics
- Real-time collaboration with remote engineers
- Rapid incident response for outages and hardware failures

1.2.2 Service Benefits

These features drive measurable business benefits:

- Reduces deployment times through immediate onsite execution
- Accelerates incident resolution with rapid physical intervention
- Improves first-time-fix rates via accurate, guided actions
- Reduces business risk and costs by minimizing travel and errors
- Increases uptime through proactive checks and swift recovery
- Standardizes processes with consistent, documented procedures
- Enables remote operations at scale across global sites
- Enhances compliance with verified assets and change evidence
- Optimizes resource utilization by freeing specialist engineers
- Improves change success rates via on-site validation

1.3 Service Governance and PMO: Making Scale Safe and Predictable

Seamless management is built in. Our PMO ensures every work package is properly defined, scheduled, and evidenced:

- **Planning & Mobilization**: We design site waves, allocate resources, define SLAs, and align with CAB cycles and maintenance windows.
- **Runbook Integration**: We translate your change steps into field-ready checklists with photos, labelling schematics, and acceptance criteria.
- **Dispatch & Execution**: Technicians arrive with the right PPE, tools, and materials. They perform pre-checks, confirm scope, and execute the steps with remote guidance.
- **Evidence & Acceptance**: We capture photos, serials, and port maps; log outcomes; and escalate exceptions early.
- **Reporting & Improvement**: Dashboards show volumes, SLA adherence, defects prevented, and lessons learned—closing the loop.

Optional Technical Account Managers (TAMs) provide executive-level governance, KPI reviews, and improvement roadmaps. Where cloud or automation intersects with physical changes, Cloud Support Engineers (CSEs) help align pre-/post-checks and evidence with your platform governance.

1.4 Support Levels to Fit Your Risk and Response Profile

We recognize that not every site or work type has the same urgency. Our support levels are designed to match business criticality and budget:

- Essential (Business Hours): For planned work and routine tasks with next-business-day dispatch.
- Enhanced (Extended Hours): For rollouts and faster turnaround with same-day capability where available.
- Premium (24×7 On-Call): For critical networks and datacentres with 4–8 hour dispatch targets (location dependent).
- Dedicated (Resident/Near-Site): For campuses and high-throughput programs requiring immediate or sub-2-hour response.

Commercially, we offer pay-as-you-go models for flexibility, retainers for priority and reduced unit rates, and FTE-based arrangements for embedded teams. We can also structure outcome-based packages (per-site, per-rack, per-migration) to match transformation milestones.

1.5 Constraints—Handled Transparently

Smart Hands is scoped to physical assistance and verification under your engineers' guidance. We are transparent about geographic coverage, scheduling lead-times, access permissions, and the need for specialized tooling or escorts in some environments. Where constraints exist, our PMO mitigates them with early planning, clear dependencies, and tiered dispatch models. In highly regulated sites, we coordinate additional approvals and inductions well before technicians are scheduled.

1.6 Proven Credibility with Global Organizations

Computacenter's heritage is delivering large, multi-country infrastructure programs and day-to-day operational services for global enterprises and public sector customers. Our Smart Hands capability has evolved alongside these programs—hardened by real-world conditions, varied site standards, and demanding change windows. This history shows up in the details: how we name cables, the way we photograph panels, how we stage materials, and how we escalate issues with enough context to save you a second visit. It's also reflected in our ability to work seamlessly with other trades, keeping project schedules intact and avoiding late-stage surprises.

For customers, this means you can expect predictable outcomes across hundreds to thousands of sites: faster time-to-deploy, fewer surprises at go-live, and clean documentation that your operations teams trust.

1.7 The Risk You Avoid—and the Value You Gain

- **Avoid costly delays** caused by access issues, shortages of basic materials, unclear labelling, or missing evidence.
- **Avoid rework and truck rolls** by getting things right first time and capturing the proof.
- **Reduce safety incidents** with a disciplined approach to method statements, PPE, and supervision.
- **Reduce the hidden cost** of context-switching for your senior engineers, who can focus on automation, design, and optimization.
- **Gain velocity and confidence**—with a PMO that translates plans into actions and actions into accepted changes.

1.8 A Practical Path to Start

1. **Discovery & Scope**: Share your site list, task types (e.g., AP swaps, switch refresh, rack migration), and volumes.
2. **Operating Model Design**: Choose the support level mix per region/site tier; define SLAs, evidence standards, and safety requirements.
3. **Pilot & Scale**: Run a short pilot wave to validate runbooks, evidence, and reporting. Then scale to full program cadence.

4. **Governance & Improvement**: Establish TAM cadence, PMO dashboards, and a lessons-learned loop to drive continuous improvement.

1.9 In Summary

Transforming and operating networks requires a trusted partner who can deliver the physical reality of your strategy with speed, safety, and scale. Computacenter's Smart Hands, Eyes & Feet teams are that partner. We combine disciplined PMO governance, field-proven engineering methods, global reach, and safety-first execution, collaborating smoothly with other trades and your remote engineers. The outcome is a transformation engine that turns ambitious roadmaps into measurable, auditable results—faster rollouts, fewer incidents, higher uptime, and lower total cost of change.

When you choose Computacenter, you're not just adding capacity—you're adding confidence. Confidence that every site is ready, every change is evidenced, and every hour of your engineers' time is spent where it creates the most value.