FREEDOMTECH
S O L U T I O N S

+44 (0) 0203 917 1777
sales@freedomtech.solutions
www.freedomtech.solutions

Global Smart Hands

Freedomtech provides Smart Hands services to assist customers in tackling a variety of urgent and routine technical tasks. By entrusting certain aspects of installation, operation and management to skilled technicians within data centers, our clients can dedicate their attention to other crucial business matters. With a comprehensive grasp of all technical aspects, Our Specialists will assess your statement of works and oversee your project's entire life cycle. Each project will involve advance planning and preperation, in line with your scope of works, followed by thorough post-project calls and evaluations.

- Configuration of the firewall
- Complex cable configurations
- Placement device management
- Test devices and fix errors
- Rack and stacking services
- Shipping and receiving
- Automated maintenance
- Setting up and Maintaining Backups
- Pack and unpack
- Inventory
- Detect and respond to threats
- Moving equipment
- Operating system and server installation
- Power cycle
- On-site and off-site technical support and troubleshooting
- Remote server restarts
- Cloud cross-connect

Global Smart Hands

Customer's Scope of Work (SOW) provided to Freedomtech

Freedomtech to review the SOW and request additional details for pre-planning

Pre-call scheduled to confirm details with checklist. Engineer assigned based on task level

Customer approval required for work

Work scheduled as per customer's preferences

Ongoing customer communication during onsite tasks

Customer review post-completion for satisfaction

Post-call scheduled for work review and ongoing support

North America	Europe	Asia	Australia
Dallas	Berlin	Singapore	Sydney
Seattle	Amsterdam	Hong Kong	Brisbane
Chicago	London	Mumbai	
Atlanta	Manchester	Bangalore	
Santa Clara	Paris	Manila	
Washington	Manchester		
Toronto	Brussels		
New York	Frankfurt		
New Jersey	Zurich		
Miami	Stockholm		
Los Angeles			
Las Vegas			
Washington			
Denver			
Vancouver			
Montreal			

South America	South Africa	Middle East
São Paulo	Johannesburg	Dubai