Global Field Services Model for Enterprise Data Center Hardware Support

Client Overview

The client operates a large-scale global infrastructure environment supporting business-critical workloads across data centers and satellite locations worldwide. With a highly distributed footprint and standardized hardware platforms, the organization required a consistent, SLA-driven field services model capable of delivering predictable repair outcomes at scale.

The Challenge

Supporting tens of thousands of servers across hundreds of locations introduces operational complexity. The client needed a partner that could provide rapid response, structured triage, and controlled access to secure data center environments—while maintaining consistent service levels across regions.

Key requirements included:

- **Global coverage across data center and satellite locations**
- **Centralized incident triage and coordination**
- **Predictable repair times aligned to SLA commitments**
- **Secure, auditable access processes**
- **Knowledge sharing to reduce repeat incidents and delays**

The Environment

Client Profile

- 90,000 x86 servers and storage devices (HPE, Dell, IBM/Lenovo)
- 1,000 data center and satellite locations across 35 countries
- 24x7x4-hour repair SLA for Priority 1 incidents
- Global services contract awarded in 2021

The Solution

Maintech delivers a coordinated global field services model supported by its Technical Operations Center (TOC). Service requests are routed electronically for centralized triage, where the TOC identifies root cause and defines a structured action plan. That plan is documented in Maintech's eMaintech service management platform—providing real-time ticket tracking, SLA visibility, and coordinated global service delivery—and shared with both the assigned engineer and the client to ensure transparency, alignment, and efficient execution before on-site work begins.

Secure Access and Repair Execution

Once the action plan is approved, the client initiates internal security procedures to authorize Maintech engineer access to the data center. Upon entry, the engineer executes the repair as defined by the TOC, following standardized processes designed to ensure consistency and compliance.

Centralized coordination through the TOC allows repairs to be tracked, managed, and completed within SLA targets, regardless of location.

Continuous Knowledge Optimization

All known issues, resolutions, and repair patterns are documented in a centralized knowledge library, giving the TOC a complete view of incidents and outcomes. This enables faster identification of recurring issues, supports knowledge sharing across teams, and improves response times and repair consistency.

Key Outcomes

- Consistent global SLA performance across 35 countries
- Faster and more predictable repair times through centralized triage
- Improved security and access control for data center environments
- Reduced repeat incidents through structured knowledge sharing
- Scalable field services model supporting global enterprise operations