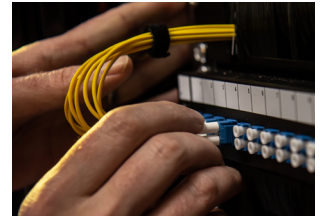


WHITEPAPER

SMART HANDS SERVICES

We deliver agile, expert on-site support through our Smart Hands Services.





UNLOCKING EFFICIENCY, THE POWER OF SMART HANDS IN MODERN IT OPERATIONS

At Technology Powered Services (TPS), we deliver agile, expert on-site support through our Smart Hands Services, providing an extension of your IT and technical team. With comprehensive capabilities that include pre-staging, logistics, WEEE disposal, and rapid deployment for urgent issues, TPS ensures end-to-end support for managing your IT infrastructure efficiently and sustainably.





WHAT ARE SMART HANDS SERVICES?

TPS Smart Hands Services provide skilled, on-demand engineering support for technical tasks such as installation, troubleshooting, maintenance, and upgrades. Our nationwide coverage, certified professionals, and ability to handle both urgent deployments and planned programmes ensure your projects are managed with precision and care.



WHY CHOOSE TPS FOR SMART HANDS

Expert On-Site Assistance

Certified Professional

Engineers fully trained (e.g., CCNA, ECS, IPAF, PASMA) with expertise across networking, structured cabling, electrical & UPS, wireless systems and AV.

Proactive Problem-Solving

Immediate expert assistance for hardware, software, and connectivity challenges, ensuring minimal downtime.

End-to-End IT Support

Seamlessly handling tasks from installation to upgrades, replacements, and ongoing maintenance.

Rapid Deployment for Urgent Issues

Immediate Response

Our strategically located engineers across the UK enable swift mobilisation to handle urgent issues, system failures, or mission-critical outages.

24/7 Availability

TPS Smart Hands Services operate around the clock, ensuring support is available whenever and wherever it's needed.

Crisis Management Expertise

Our teams excel in high-pressure scenarios, troubleshooting and resolving issues to restore operations swiftly.

Seamless Coordination

Leveraging advanced project management tools, we ensure rapid execution without compromising on quality.



Planned Programmes for Strategic Initiatives

Comprehensive Planning

TPS works with your team to design and execute planned rollout programmes, including upgrades, installations, and migrations.

Scalable Resources

Whether managing a single-site project or a nationwide programme, TPS scales its resources to match the scope and complexity of your initiative.

Minimised Disruption

Thoughtful scheduling and pre-staging ensure planned activities integrate smoothly into your operations.

Performance Reporting

Post-programme analytics and reporting provide actionable insights to optimise future initiatives.

Nationwide Logistics Expertise

Timely Deliveries

With strategically located hubs and advanced tracking tools, we ensure just-in-time delivery of equipment to your sites.

Specialised Handling

Expertise in transporting fragile, high-value, and sensitive equipment with anti-static and shock-resistant packaging.

Returns Management

Handling return logistics for unused equipment and ensuring secure, efficient processing.

Comprehensive Pre-Staging Services

Pre-Configuration and Testing

All equipment is pre-configured, tested, and staged at our secure facilities to ensure readiness for on-site installation.

Asset Tagging and Documentation

Accurate labelling and inventory management streamline deployment and tracking.

Kitting and Packaging

Tailored kits for each site reduce installation time and improve efficiency.

Eco-Friendly WEEE Disposal

Regulatory Compliance

Secure and environmentally friendly disposal of Waste Electrical and Electronic Equipment (WEEE) in compliance with EU and UK regulations.

Data Security

Ensuring all sensitive data is securely wiped or destroyed during disposal.

Recycling Initiatives

Maximising the recycling of components to minimise environmental impact.





KEY BENEFITS OF TPS SMART HANDS SERVICES

End-to-End Efficiency

From pre-staging and logistics to on-site support, rapid deployment, and WEEE disposal, TPS ensures seamless execution of your IT operations.

Rapid Issue Resolution

Immediate, expert intervention minimises downtime and restores operations swiftly.

Scalability

From single-site support to nationwide rollouts, TPS scales services to match your needs.

Cost Effectiveness

Reduce operational costs by leveraging TPS's on-demand expertise and additional services.

Sustainability

Eco-friendly WEEE disposal and recycling align with your organisation's sustainability goals.



SERVICES WE OFFER

Pre-Staging Services

Equipment configuration, testing, asset tagging, and tailored kitting.

Logistics Support

Just-in-time deliveries, tracking, and secure returns management.

On-Site Support

Installation, troubleshooting, maintenance, hardware upgrades, and urgent issue resolution.

Eco-Friendly WEEE Disposal

Secure data wiping, environmentally friendly recycling, and regulatory compliance.





YOUR PARTNER FOR RELIABLE, FLEXIBLE IT SUPPORT

With TPS Smart Hands Services, your organisation gains a trusted partner capable of delivering comprehensive, efficient, and sustainable support for your IT operations. Whether it's addressing urgent issues through rapid deployment, managing planned programmes, or handling pre-staging, logistics, and WEEE disposal, TPS ensures your infrastructure remains reliable, optimised, and ready for the future.

Contact us today to explore how TPS can help your business scale with confidence and exceed customer expectations.

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