



Building I.T. Relationships and Solutions



ES Williams Field Solutions

ES Williams provides a tailored service supporting organizations requiring I.T. support in rural areas. The Field Solutions service acts as an extension of our customers' corporate I.T. services, supporting their processes and standards. We participate in everything from regular I.T. maintenance to project work.

With over eleven years experience and coverage across Alberta and Northern BC, we are experts in I.T. Field Support. We support mid to large corporations in meeting the requirements of delivering I.T. support to remote locations by creating a scalable I.T. Field Support structure that builds trust and confidence with field clients.

ES Williams Field Solutions can be categorized into 3 distinct groups: Roaming I.T. Services, Centralized Support, and Print Support. Experienced resources provide Tier 1-3 support along with desktop, server, application, network communications, printer, and control systems support.

Field Support I.T. Challenges

- Controlling I.T. support costs while extending your corporate I.T. standards and services in rural areas.
- Minimizing downtime of field I.T. systems and clients while waiting for a remote help desk to solve issues.
- Managing multiple vendors in the field ties up valuable corporate resources.
- Minimizing the need to send high cost external vendors into the field to resolve technical issues when a lower cost service provider can resolve most of the issues and escalate as necessary.
- Distance creates challenges for centralized I.T. Groups when building rapport and trust with field clients.

Benefits of ES Williams

- More effective and efficient onsite support in rural areas while liaising with centralized corporate I.T. group.
- Increased productivity in the field through faster resolution of field I.T. issues through scalable and distributed resources.
- Corporate I.T. group gains a better understanding of their clients needs through onsite field technicians.
- Strengthened relationships between corporate I.T. and field clients leading to increased trust, communications and reliance on your I.T. group.
- Reduced requirements for third party, higher cost, vendor resources.

For additional information on how ES Williams Field Solutions can support your Field environment

call us at 1.866.539.4544

www.eswilliams.com

Serving Alberta and Northern British Columbia



Building I.T. Relationships and Solutions



ES Williams Field Solutions - Services Overview

Roaming I.T. Services:

- Roaming I.T. resources dedicated to service specific geographic locations
- Act as the functional, technical liaison between business units and corporate I.T.
- Maintain field inventories, assist in setting priorities, expectations and technical processes
- Provide tier 1-3 desktop and server support
- Desktop Software and core applications support
- Hardware and computer peripheral break fix
- Network troubleshooting
- Project coordination

FAST(Field Application Support Team)

- Advanced, centralized I.T. support
- Centralized team acts as "one stop shop" for I.T. support services serving field clients
- Level Control Systems Support (1st and 2nd level support) including and not limited to:
 - PVR
 - SCADA
 - Wellview
 - Siteview
 - OIR
 - Scadavantage
 - Cygnet
 - Café

Printer Support

- Coordinate support and maintenance of field printers
- Manage all aspects of field print support (communication, planning, ordering, dispatching)
- Maintain Customers' Incident Management System for printers
- Detailed inventory management

Network Communications

- Mobile support
- Infrastructure integration, support and troubleshooting (LAN, WAN, VOIP, Telephony)
- Radio and satellite infrastructure support

Control Systems

- Tier 1-2 support
- Vendor field support for systems and applications

For additional information on how ES Williams Field Solutions can support your Field environment
call us at 1.866.539.4544

www.eswilliams.com

Serving Alberta and Northern British Columbia