

iNet Smart Hands

Permian Basin Service

Extend the reach of your off-site IT staff using iNet's Smart Hands Services.

iNet's Smart Hands allows customers to manage their field IT related business operations and maximize uptime in the O&G industry. iNet's Smart Hands provides a wide range of support, whether you require technical assistance on a Drilling Rig, Completions site, Production facility or Midstream facility. iNet is equipped to offer a variety of services to be there when you cannot. iNet technicians are trained to be the eyes and hands for management or managing your field communications infrastructure.

Service Level Objective

- Same Day Service within INET coverage area
- Help Desk 24/7 NOC Support
- Guaranteed uptimes and QoS level agreements

iNet Smart Hands Tasks

- Provide on-site technical assistance.
- Provide equipment installations.
- Basic desktop support – Wi-Fi, Printers, Connectivity, Bluetooth, Software updates/loads
- Test and assist troubleshooting connectivity issues.
- Take inventory of equipment, digital pictures and recording serial numbers.
- Verify site power, Perform a power cycle on a router or switch.
- Assemble, install and maintain cabling.
- Assist troubleshooting Pad Wi-Fi issues.
- Laptop related support; pad-wide Wi-Fi
- Provide visual verifications.
- Install, replace or remove equipment, such as a router, access point, switch, or cellular modems.
- Assist in PAD wide tech setup.
- Quality check install.

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