



YOUR DIRECTION OUR SMART HANDS

Extend your on-site services without building
your own field technician network

AUSTRALIA + NEW ZEALAND



Extend your service without building a field network

You lead the customer relationship

Retain technical direction, communication and acceptance

RouterStack coordinates attendance

Technician matching, scheduling and field administration

The technician delivers on site

Physical work, observations and evidence under the agreed scope



Your customer relationship stays yours



Flexible representation

Choose RouterStack-branded, co-branded or white-label field delivery

Keep communication familiar

Agree technician presentation and communication requirements before attendance

Pass on a professional record

White-label completion reports ready to share with your customer

Physical support across the customer estate



Workplace IT

Desktop setup,
peripherals and deskside
support



Networks

Device replacements and
guided troubleshooting



Data centres

Smart hands, audits and
rack work



Change and recovery

Rollouts,
decommissioning and
equipment collection

More reach on the ground

AUSTRALIA



NEW ZEALAND



Review locations, skills and service windows within your client portal at routerstack.net

One coordinated service, from brief to evidence

ASSIGNED TECHNICIAN



John Smith

L2 Network Technician

SAMPLE PROFILE

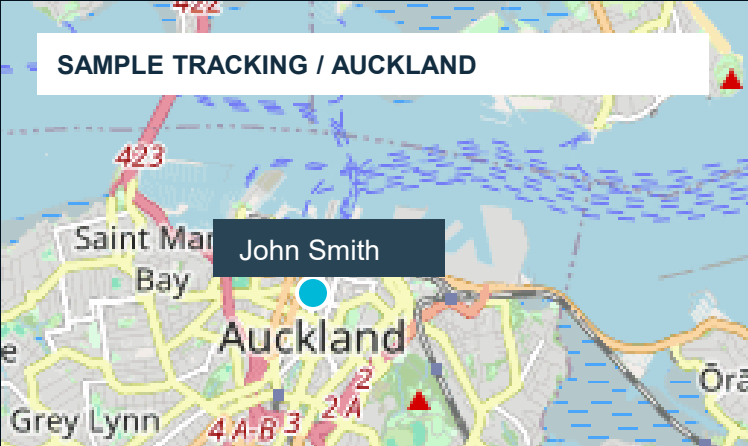
021 XXX XXXX

john.smith@example.com

Coordinate

Scope, access and technician details together before attendance

SAMPLE TRACKING / AUCKLAND



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openstreetmap.org/copyright

Stay informed

Travel and arrival status, site updates and photographs as work progresses

COMPLETION REPORT

SAMPLE-001

COMPLETED

Sample Job / Data centre installation

SITE

Sample Data Centre

123 Sample St, Sample City

ATTENDING TECHNICIAN

Sample Technician

Service: installation and patching

Work summary

Equipment unpacked, installed and patched in the communications rack
Connections tested and recorded as operational
Damaged shipment item reported for follow-up

Completed tasks

Equipment installation	Recorded
Network patching	Recorded
Connection testing	Recorded
Exception reporting	Recorded

Close the loop

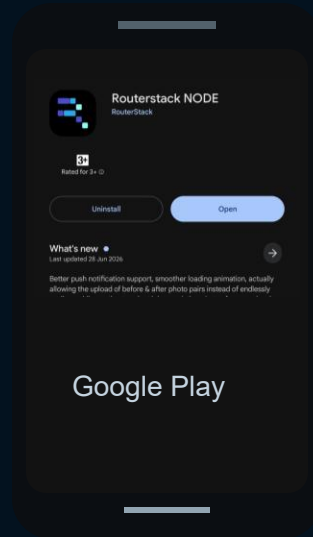
Structured work summary, materials, safety records and captured sign-off

Connected to your remote team

NODE

Our technician mobile app

Technicians use NODE to capture site details, share live updates and record task progress and photographs as they work



On-site activity, visible to your remote team



Evidence your team can use

Live visibility in your portal

Attendance

ETA, arrival and departure times

Job timeline

Events from booking through completion

Task progress

Live updates and photos as they arrive

Site records

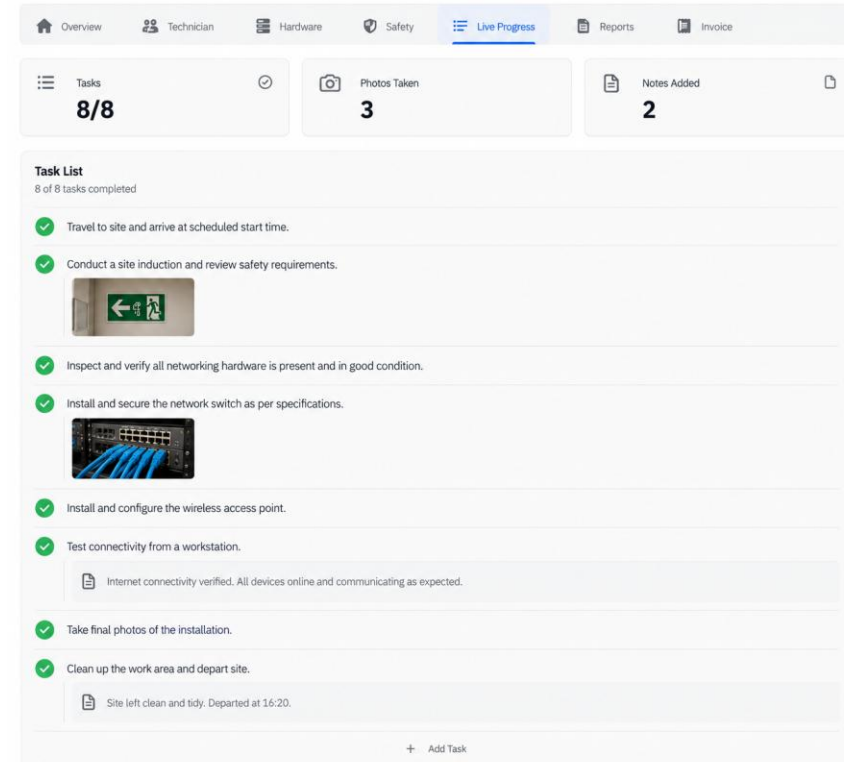
Notes, documents, reports and audits

One shared view

Your remote team follows the job at routerstack.net

LIVE PROGRESS

Client portal / Task updates



Tasks, photographs and notes in one job view

routerstack.net

Evidence your customer can use

One completion record

Task history

Completion times, notes and photographs

Site attendance

Arrival, departure and time on site

Hardware movements

Uplifted and decommissioned equipment

Materials and costs

Consumables used and recorded expenses

Safety and sign-off

Assessments, exceptions and captured sign-off

COMPLETION REPORT

SAMPLE-001

Sample Job / Data centre installation

COMPLETED

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ATTENDING TECHNICIAN

Sample Technician
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Site photographs



Rack installation



Network connections



Site overview

Safety and follow-up

Take-5 assessment completed
Damaged item logged for follow-up with the remote team

CONTRIBUTOR SIGN-OFF

Recorded in job history

CUSTOMER AUTHORISATION

Not captured

Sample Job / SAMPLE-001

1 / 1

Case studies / Multi-site network rollouts

National retail network

30 locations across New Zealand

CUSTOMER REQUIREMENT

Replace network devices while sharing one remote engineering team

HOW WE DELIVERED

Staggered appointments let the NOC guide and verify each site in sequence

CUSTOMER BENEFIT

Business-hours visits fitted around customer traffic

Building-supplies retailer

Field delivery for an ISP client

CUSTOMER REQUIREMENT

Replace devices between store closing and lock-up

HOW WE DELIVERED

Concurrent visits aligned technicians and the NOC within a shared 17:00–17:30 window

CUSTOMER BENEFIT

Multiple sites completed in parallel within the access window

Concurrent or staggered appointments across multiple sites, planned around the customer

Work planned around customer operations



Protect maintenance windows

Coordinate attendance around access, remote engineering and site readiness

After-hours work by arrangement

Plan evening and weekend visits when the scope requires them

Agree contract commitments

Confirm any on-call coverage, response targets and escalation arrangements before commitment

Quality controls that support your delivery

Prepare the technician

Role-appropriate screening, scope review, tools and readiness checks

Make safety part of the visit

On-site hazard assessment and stop-work authority

Leave a usable record

Work details, photographs and safety information for customer review



Simple booking and repeat site support

Choose how to book

Upload a scope of work,
record a voice note or
enter the details manually

One site or many

Rebook existing sites or
send a job list for bulk
bookings

New: AI-assisted booking

How would you like to book this job?

Share the scope of work or a quick voice note and we'll fill out the booking form for you. Or, step through it yourself, exactly as before.



Upload / paste a scope of work

Paste your job details or upload a PDF, DOCX, TXT, or image and we'll extract the booking for you.

[Get started →](#)



Record or upload a voice note

Describe the job out loud, in your own words. We'll transcribe it and fill out the form for you.

[Get started →](#)



Enter manually

Key the details of the job directly into the booking form, so that you control all the detail.

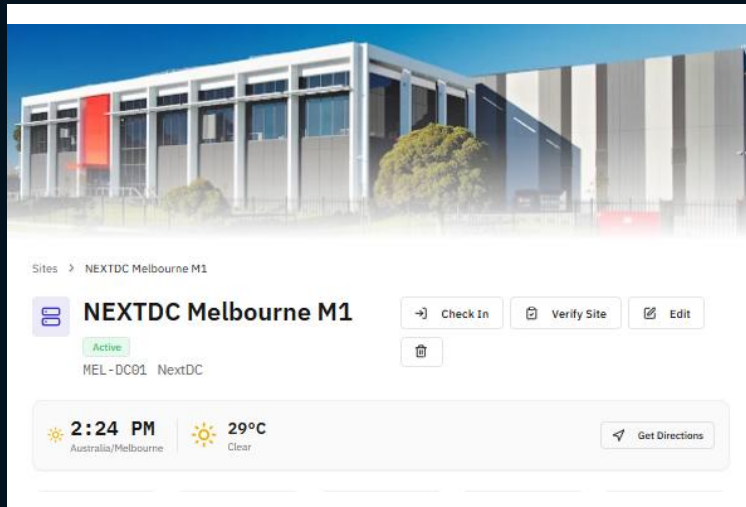
[Get started →](#)

Booking multiple jobs or sites?

We can help set up the workload for you. Email support@routerstack.com a CSV or Excel list of your jobs, sites, or both, and we'll create the individual entries in your calendar. No need to upload the spreadsheet here — our team will coordinate the bulk import with you.

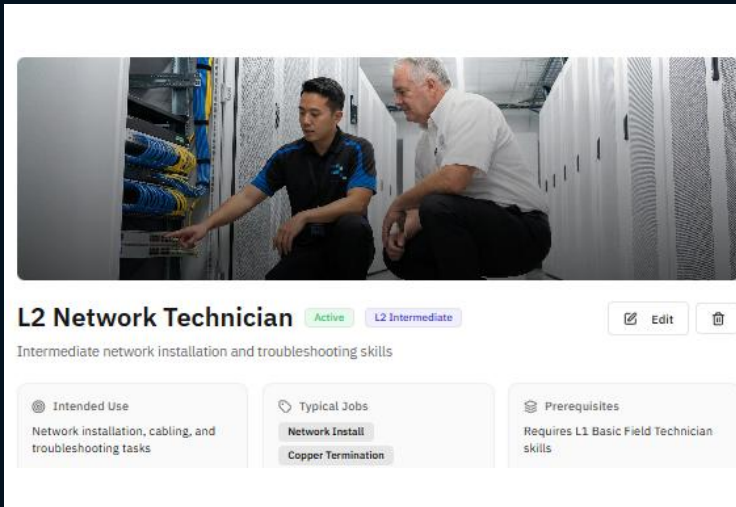
[Email support](#)

Build field delivery into your next bid



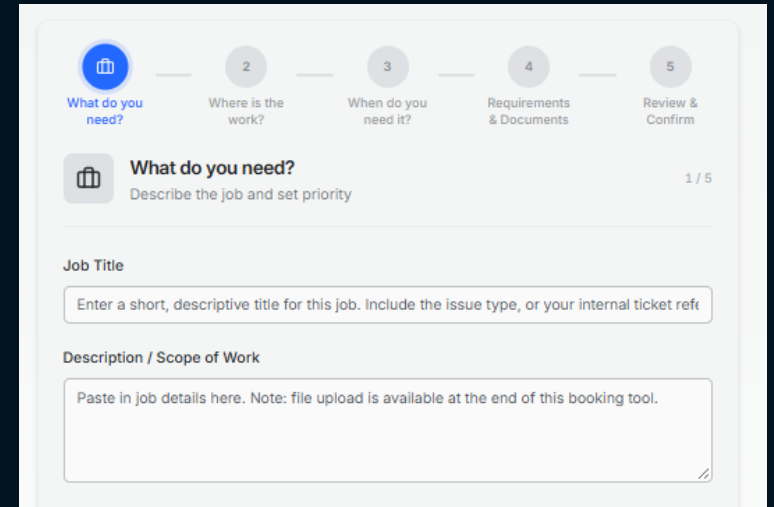
Share the opportunity

Locations, work types, proposed service levels and branding requirements



Plan the delivery

Review skills, capacity, access, parts and reporting together



Prepare to launch

Agree commitments, verify availability and prepare technicians before launch

Let's plan your on-site delivery

Plan the service together

Work with us to establish your on-site requirements and attendance needs, with the support your customers expect

Start a conversation

support@routerstack.com
www.Routerstack.net/onboard
www.Routerstack.net

