ROUTERSTACK

DELIVERY ASSURANCE

A guide for your procurement and operations teams



Clear responsibilities
Prepared technicians
A record of the work

Use this guide to assess operational fit and agree the evidence and delivery arrangements required for your engagement

routerstack.net

RESPONSIBILITIES

Know who owns each part of the visit

A coordinated service works best when authority, scope and acceptance are clear before anyone attends

YOUR TEAM

Defines the outcome

Authorises work and access, nominates technical contacts and verifies the result

ROUTERSTACK

Coordinates attendance

Matches and briefs the technician, supports scheduling and field administration

THE TECHNICIAN

Delivers on site

Follows the approved scope, records activity and seeks direction on exceptions

Agree the technical boundary

Basic physical checks and audits may be completed independently. Changes needing specialist knowledge or privileged access require the agreed technical direction and authority.

Confirm specialist work separately

Electrical, specialist fibre and structured cabling, and critical facility power or cooling are outside the standard offer described here. Review any specialist requirement before commitment.

PEOPLE AND READINESS

Prepare the person for the work

The proposed technician needs the right skills, briefing and site permissions for the visit



Screening and skills

Background checks and skills validation form part of technician onboarding. Ask which checks apply to the proposed role and jurisdiction, and confirm their date and scope.

Job and site readiness

Review the task, tools, access, parts and remote contacts before attendance. Assigned technician identity and contact details help your team arrange site access.

Your standards and presentation

Agree induction, confidentiality documents and any customer-specific instructions before sharing work. Branded, unbranded or client-provided clothing can be arranged.

For the proposed team

Request the relevant screening and skills evidence, site induction status and any required NDA confirmation. Repeat or preferred technicians remain subject to availability.

SAFETY AND SITE ACCESS

Site rules shape the visit

Prepare access and authority, assess the work area and stop when the conditions fall outside the approved plan



Before work starts

Confirm the authorised site contact, equipment, scope and change window. Identify induction, escort and permit requirements that apply to the job.

On-site assessment

Technicians complete a pre-work / Take-5 assessment and identify site hazards. Stop-work authority applies when work cannot proceed safely or within the agreed scope.

Incident and hazard records

Hazards, incidents and exceptions are recorded for review. Safety information is consolidated with the site record and completion reporting, where captured.

Agree how exceptions are handled

Nominate who can authorise a change, receive an incident notification and approve a restart. Your facility procedures and emergency arrangements must be clear to the technician.

INFORMATION AND CONFIDENTIALITY

Define what can be accessed, captured and shared

Agree handling requirements for the site, equipment and job record before the work is released

ACCESS	CAPTURE	HANDOVER
Named contacts and permitted actions	**Approved photos, notes and asset details**	**The intended recipients and work record**

Agree confidentiality before engagement

Specific NDAs and customer agreements can be arranged for prospective technicians before the job is shared. Confirm any customer or facility disclosure restrictions.

Control the evidence you request

Specify permitted camera use and what may appear in photos, documents and reports. Agree how credentials or sensitive equipment information will be handled.

Review platform security requirements

Discuss authentication, permissions, storage locations, retention, deletion and incident notification with RouterStack. Obtain the evidence your security team needs for its assessment.

For your security review

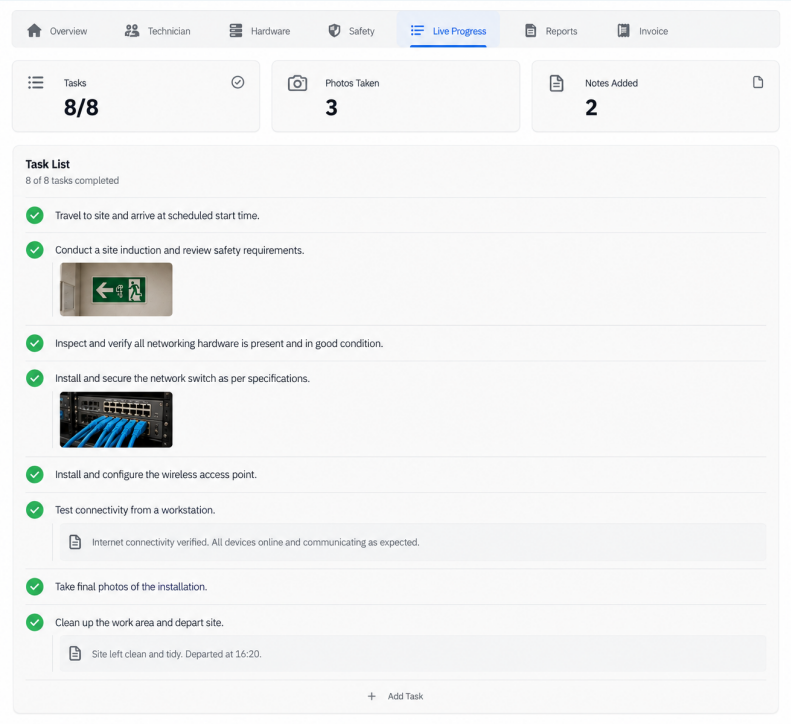
The public library lists information security and privacy policies. Review the current controlled documents and any requested assurance evidence; this guide makes no ISO or SOC 2 certification claim.

DELIVERY EVIDENCE

Follow the work and review the record

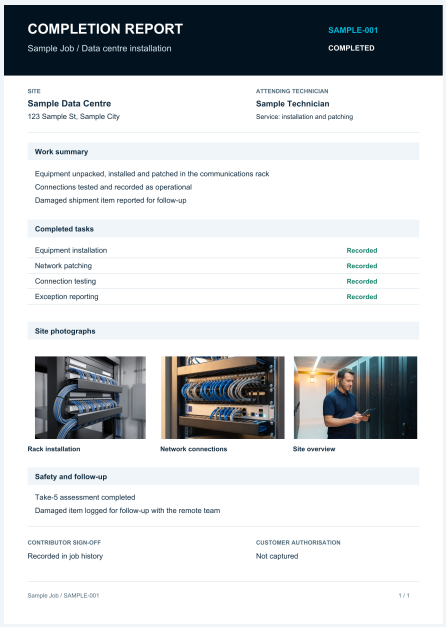
NODE supports technician updates on site, with submitted activity and records available through the client portal

LIVE PROGRESS



Task updates, photos and notes

COMPLETION RECORD



A structured record for handover

Attendance and tasks

Travel / arrival status, task progress, photos and notes submitted from site

Work and equipment

Recorded outcomes, asset movements, consumables and expenses

Safety and acceptance

Captured safety assessments, exceptions and sign-off; agree who verifies the technical result

Live Progress is a supplied portal screenshot. Completion record is a fictional sample with illustrative photos. Updates depend on submission and connectivity; report fields depend on the work recorded.

SERVICE ARRANGEMENTS

Agree the response and the exception path

Set expectations for the locations, skills and operating windows involved in your engagement

Attendance and continuity

Confirm requested dates, skills, local availability, repeat-technician preferences and any backup arrangements. Regional travel or additional onboarding may need planning.

Priority and after-hours work

Agree request routes, escalation contacts, attendance targets and after-hours arrangements before relying on them. A booking request alone does not establish a response guarantee.

Parts and authorised movements

Confirm delivery or collection instructions, the recipient, identifiers and handover requirements. Review receiving-address approval before shipping equipment to a technician.

When the work changes

Pause

Work or conditions fall outside scope

Record

Capture the issue and outstanding work

Seek direction

Use the agreed technical / support contact

Review the commercial documents

Confirm the contracting entity, applicable terms and insurance for the proposed engagement. Obtain current certificates and policy terms, including territorial scope, exclusions and contractor provisions.

SUPPLIER ONBOARDING

Bring your approval requirements to the table

Use this checklist to agree the supporting documents and operating arrangements your team needs

Contracting and insurance

Contracting entity, service terms and current insurance certificates / policy scope

People and access

Role-appropriate screening and skills evidence; technician details, induction and permissions

Safety and confidentiality

Current health and safety documents, incident route, site-specific requirements and NDA arrangements

Information security

Current policies and security questionnaire responses; handling, access and retention requirements

Delivery and reporting

Scope, attendance windows, technical authority, escalation contacts and completion evidence

Start with the published policy library

Information security, privacy, health and safety, quality assurance, corporate conduct and service terms are listed at routerstack.net/policy

Send us your supplier questionnaire

We'll work through the evidence and delivery requirements with your procurement, security and operations teams

support@routerstack.com