

On-site Field Technician Services

Velocity's reliable on-site network of IT field technicians provides excellent and efficient customer service, such as installations, troubleshooting, and repairs.



Expert installations and quick repairs when you need them

Global Gateway Exchange (GGE), Velocity's wholly-owned subsidiary, offers on-site field technician services to many different industries, including retail, hospitality, and more. These technicians provide state-of-the-art network deployment, configuration, and diagnostics.

Velocity's quality work won't take long, either. Velocity streamlines the process using a system that tracks all jobs and coordinates and ensures the right technician arrives at the appointed time, ready to serve. Only the most qualified technicians are selected and continuously evaluated so that businesses can receive quality service. Technicians can even be specially trained to cater to the specific needs of a company's technology.

VELOCITY AT A GLANCE



Single Provider Accountability

We are the ONE partner for all of your telecom service and support needs.



24/7/365 NOC + Call Center

U.S.-based call center providing around the clock support. Our average call answer time is < 60 seconds.



Field Tech Support

5,500 certified technicians nationwide.

What's Included

- Proactive health checks
- Router and modem configuration
- Computer and peripheral equipment installation
- Copper and coaxial data wiring
- Physical and logical network knowledge
- Conduit installation and maintenance
- Digital display installation
- Troubleshooting



Benefits of On-site Technicians

- Rapid response from technicians in the area
- Access to more than 5,500 highly qualified technicians who lead their respective fields
- Ability to train technicians to meet your specific needs or to have Velocity engineers train them accordingly

Frequently Paired Offerings

- **Hospitality Services** – Quality in-room entertainment and streaming services for your guests as well as back-office and property management solutions
- **V-Support** – Manages, monitors, and troubleshoots your IT equipment, network infrastructure, and back-office services
- **Repair Depot** – Access to professionally trained and certified technicians who repair devices quickly—extending the life of your equipment
- **Project Management & Implementation** – End-to-end installation, deployment, and integration services for your IT environment



Questions? 419.868.9983

