



Field Force Services

Author

Anthony Ravindran

Contributors

Mohit Bajaj

Date

November 17, 2025

SIMPLEX SERVICES PVT. LTD.

simplex-services.com | info@simplex-services.com

35, Sussex Innovation Centre, Science Park Square, Falmer, Brighton BN1 9SB | +44 1273041146

The content of this message is confidential. If you have received it by mistake, please inform us and then delete the message. It is forbidden to copy, forward, or in any way reveal the contents of this message to anyone. The integrity and security of this email cannot be guaranteed. Therefore, the sender will not be held liable for any damage caused by the message.

Contents

CONTENTS	1
BACKGROUND	3
THE FIELD FORCE FRAMEWORK	4
UNDERSTANDING FIELD FORCE.....	6
GLOBAL COVERAGE	7
LEGACY DEVICE SERVICES	7
IMAC SERVICE OFFERINGS	7
HARDWARE PROCUREMENT	7
AI-POWERED DECISION MAKING	8
BENEFITS OF FIELD FORCE	9
SPEAK TO US.....	10



Field Force Services

Empowering the Modern Workforce

Background

The modern workplace is no longer confined to traditional office spaces. Employees are increasingly mobile, dispersed, and demand seamless access to information and tools regardless of their location. This shift has given rise to the concept of the "digital workplace," a virtual environment that connects employees, facilitates collaboration, and boosts productivity. For workforce in the field – those operating outside of traditional office settings: at remote sites and datacentres, for example – a robust digital workplace is not just beneficial, it's essential.

In today's rapidly evolving technological landscape, businesses face the ongoing challenge of adapting to the changing demands of the modern workplace. In addition to the traditional digital workplace tools, the integration of AI now plays a critical role in real-time data analytics, intelligent task allocation, and adaptive security measures—enabling field workers to operate more efficiently, even on mobile devices.

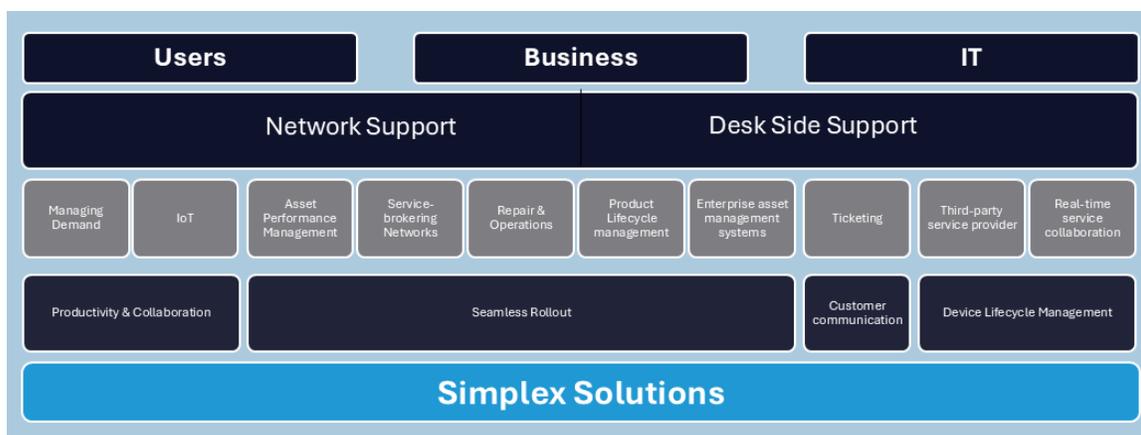
This whitepaper explores how a comprehensive suite of technology services can be leveraged to empower an organisation and its field force with digital workplace solutions that transform their operational efficiency, enhance customer satisfaction, and drive business growth.

The Field Force Framework

Field Force aligns with the Digital Workplace framework and empowers organisations to create a dynamic and productive work environment—across locations and remote sites. According to [Gartner](#), **the Digital Workplace enables new, more effective ways of working; raises employee engagement and agility; and exploits consumer-oriented styles and technologies.**

The Field Force framework extends that and encompasses a range of services, including network support and desk-side support, to provide comprehensive IT assistance to organisations. This framework ensures that businesses have access to the necessary expertise to address their IT challenges effectively.

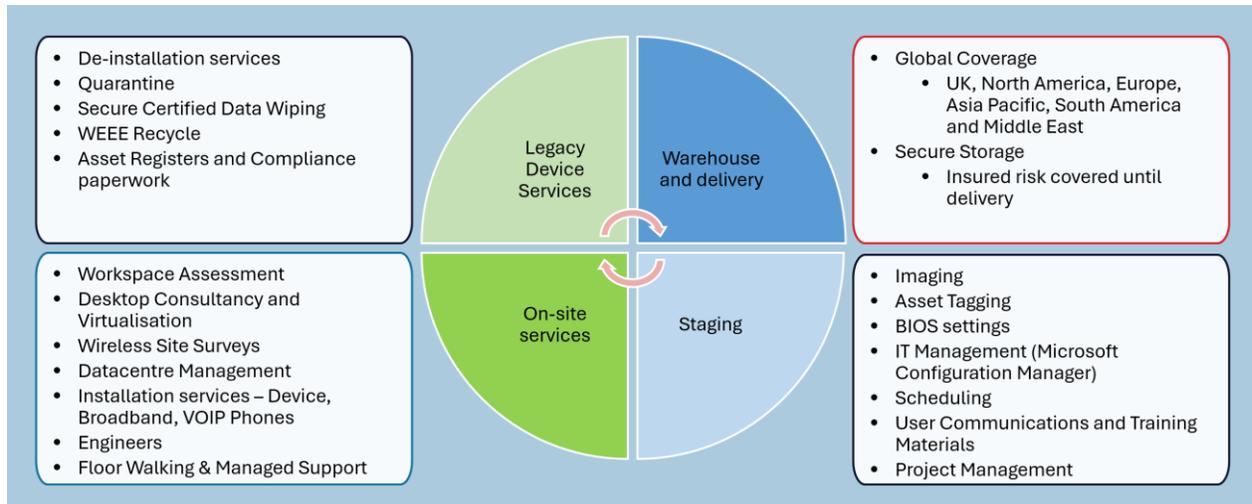
- Consistent user experience**
- Secure access**
- Intelligence and automation**
- Unified endpoint management**
- Business resilience**
- Intelligent SSO**



Field Force services leverage a combination of technologies to create a connected and efficient work environment.

- **Mobile Device Management (MDM):** Securing and managing company-owned devices, enabling IT to deploy applications, enforce security policies, and remotely wipe data if needed.
- **Enterprise Mobility Management (EMM):** Extending MDM to manage employee-owned devices, ensuring data security while respecting personal privacy.
- **Cloud-Based Collaboration Platforms:** Providing access to shared workspaces, instant messaging, video conferencing, and file sharing for seamless communication and collaboration.
- **Field Service Management Software:** Optimising scheduling, dispatching, and routing of field personnel, tracking work orders, and managing inventory.
- **Augmented Reality (AR) and Virtual Reality (VR):** Providing remote assistance, hands-free guidance, and immersive training experiences for field technicians.
- **Internet of Things (IoT) Integration:** Connecting field devices and sensors to gather real-time data, enabling proactive maintenance and improved decision-making.
- **Artificial Intelligence (AI):** Automating routine tasks and workflows as well as analysing trends to predict maintenance needs, reduce downtime, and improve resource allocation.

Understanding Field Force



Field workers, including technicians, sales representatives, and service personnel, face unique challenges in their day-to-day operations.

- **Information Accessibility:** Accessing real-time data, customer history, and relevant documentation can be difficult in the field.
- **Communication Barriers:** Staying connected with colleagues, supervisors, and customers across various locations can be cumbersome.
- **Task Management and Collaboration:** Efficiently scheduling jobs, tracking progress, and managing workflows remotely can be complex.
- **Data Security and Compliance:** Protecting sensitive company and customer data while using mobile devices is crucial.

Field Force is a holistic approach to IT services, encompassing a wide range of solutions tailored to meet the diverse needs of modern businesses. From providing on-site support to managing complex IT infrastructure, Field Force enables organisations to focus on their core competencies while leaving the technical intricacies to the experts. Additionally, AI-powered analytics and smart assistants help overcome these hurdles by providing context-aware insights and automated support.

Simplex Services' Field Force is a comprehensive suite of IT solutions designed to empower organisations in their digital transformation journey.

Global Coverage

The Field Force services offer extensive global coverage, ensuring that businesses can access seamless IT support regardless of their location. Simplex has strategic partnerships with leading logistics providers to offer warehousing solutions in major markets worldwide, including North America, Europe, Asia-Pacific, and beyond. Within the UK, Simplex boasts of a strategic network of warehouse facilities, crucial for efficient logistics and distribution. Key locations include Edinburgh, Manchester, London, Wales, Norway, and Sweden.

The advanced technology and integrated systems ensure real-time tracking, efficient inventory management, and streamlined operations across borders. Additionally, whether a business is expanding into new markets or managing seasonal demand, these international warehousing capabilities offer scalable solutions to meet diverse business needs.

Legacy Device Services

Field Force offers a comprehensive suite of services for legacy devices, including warehouse and delivery, staging, on-site services, imaging, asset tagging, BIOS settings, SCCM environments, scheduling, user communications and training materials, and project management.

These services enable organisations to extend the lifecycle of their existing IT investments while ensuring compatibility with modern technologies.

IMAC Service Offerings

Field Force simplifies the process of installing, moving, adding, and changing IT equipment with its IMAC service offerings. Our service offerings now also include AI diagnostics that provide real-time health assessments for IT equipment, ensuring that any issues are addressed swiftly—sometimes before they impact operations.

These services include wireless site surveys, datacentre management, secure storage, installation of new hardware and software, replacement of existing hardware, upgrades and installation of software components, engineers for testing device functionality, physical inspection, managed support, de-installation services, quarantine, connection of all components, and end-user acknowledgment.

Hardware Procurement

There is a need to simplify the entire asset lifecycle—from pre-sales and configuration to deployment and sustainable retirement. Procurement-as-a-Service offerings streamline workflows using customised portals, asset tagging, and automated approvals. Additionally, integrated AI-driven spend intelligence analyses

purchasing data to forecast demand and optimize refresh cycles, ensuring organisations maximise budget efficiency while maintaining operational readiness.

Simplex ensures seamless global IT access through strategic tier-one partnerships with distributors like TD SYNEX and Ingram Micro. We supply enterprise-grade technology from HP, Dell, HPE, and Cisco, use Infinigate for managing cloud subscriptions, and engage with Vyta to handle secure asset disposal. This ecosystem guarantees rapid fulfilment and standardised equipment across North America, Europe, and Asia-Pacific.

AI-Powered Decision Making

The integration of AI-powered decision-making transforms field operations by leveraging advanced machine learning and real-time analytics to equip field workers with the critical insights they need at the moment of decision.

Such capabilities enable field workers to identify potential issues before they escalate, prioritise task order based on urgency and impact, and even recommend the most efficient routes or resource allocations during busy operational periods. By transforming raw data into precise recommendations, AI empowers field teams to adapt quickly, reduce downtime, and navigate complex scenarios with confidence.

Benefits of Field Force



Implementing a digital workplace for field force workers will yield significant benefits.

- Enhanced Productivity:** By streamlining IT operations and providing timely support, Field Force enables organisations to enhance their overall productivity. Employees can focus on their core tasks without being hindered by technical issues, leading to improved efficiency and output.
- Reduced Costs:** Field Force helps organisations reduce IT costs by optimising resource utilisation and minimising downtime. With proactive monitoring and maintenance, potential issues can be identified and addressed before they escalate into major problems, saving businesses valuable time and resources.
- Improved Security:** Field Force prioritises data security, providing secure storage solutions and implementing industry best practices to protect sensitive information. This safeguards businesses from potential cyber threats and ensures compliance with data protection regulations.
- Increased Agility:** In today's dynamic business environment, agility is crucial for success. Field Force enables organisations to adapt quickly to changing IT needs with its flexible and scalable solutions. Whether it's deploying new technologies or accommodating business growth, Field Force provides the necessary support to navigate IT transitions seamlessly.
- Enhanced Employee Satisfaction:** A well-functioning IT infrastructure is essential for employee satisfaction. Field Force ensures that employees have access to reliable technology and timely support, enabling them to perform their tasks effectively and contribute to the organisation's success.

Speak To Us

The digital workplace is transforming the way field force workers operate, providing them with the tools and information they need to excel in their roles.

Simplex Services' Field Force service offering is a comprehensive suite of IT solutions designed to empower organisations in their digital transformation journey. It provides businesses with the necessary tools and expertise to thrive in the modern workplace. As businesses continue to embrace technology, Field Force services enable them to navigate the complexities of the IT landscape and achieve their strategic objectives.

Simplex Services offers businesses a complimentary, no-obligation advisory with our experts to review and analyse the organisation's workforce and digitisation landscape and enable them to empower their field force with a connected, efficient, and secure digital workplace, leading to increased productivity, improved customer satisfaction, and sustainable business growth.

Book a free Simplex Advisory [here](#), and we'll set you on a path of an empowered field force!