



SELECTING A SMART HANDS PARTNER



2024

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Welcome To QICO

Selecting a Smart Hands Partner

Smart hands services provide on-site technical support for IT infrastructure, including tasks like hardware installation, troubleshooting, and maintenance. Selecting the right partner for these services is crucial, as it directly impacts the efficiency and reliability of your IT operations. QICO, a leader in smart hands services, combines global reach with technical expertise to deliver tailored solutions that minimise downtime and enhance operational efficiency. With a team of certified professionals, QICO ensures your business's IT needs are met promptly and effectively, supporting your growth and stability.

KEY CRITERIA FOR SELECTING A SMART HANDS PARTNER



Selecting the right smart hands partner is critical for maintaining the efficiency and reliability of your IT operations. Here are key criteria to consider:

Technical Expertise and Certifications: Look for partners with highly trained technicians holding certifications like Cisco CCNA, CompTIA A+, or Microsoft MCSE. These credentials ensure a high level of technical competence and reliability.

Selecting a partner that excels in these areas will help you maintain a robust IT infrastructure, ensuring that your business operations remain smooth and efficient.

Flexibility and Scalability of Services: Choose a partner whose services can be customised to meet your specific needs and scaled as your business grows. This flexibility is vital for adapting to changing business demands and ensuring long-term support.

Global Reach and Local Presence: A partner with both global reach and a strong local presence ensures consistent support across various locations, crucial for businesses with multinational operations.

Response Time and Availability: Fast response times and 24/7 availability are essential to minimise downtime. The ability to quickly address and resolve issues directly impacts operational continuity.

Security and Compliance Standards: Ensure the partner adheres to industry-standard security protocols and compliance regulations, such as UK GDPR / GDPR or ISO/IEC 27001. This protects sensitive data and ensures regulatory compliance.

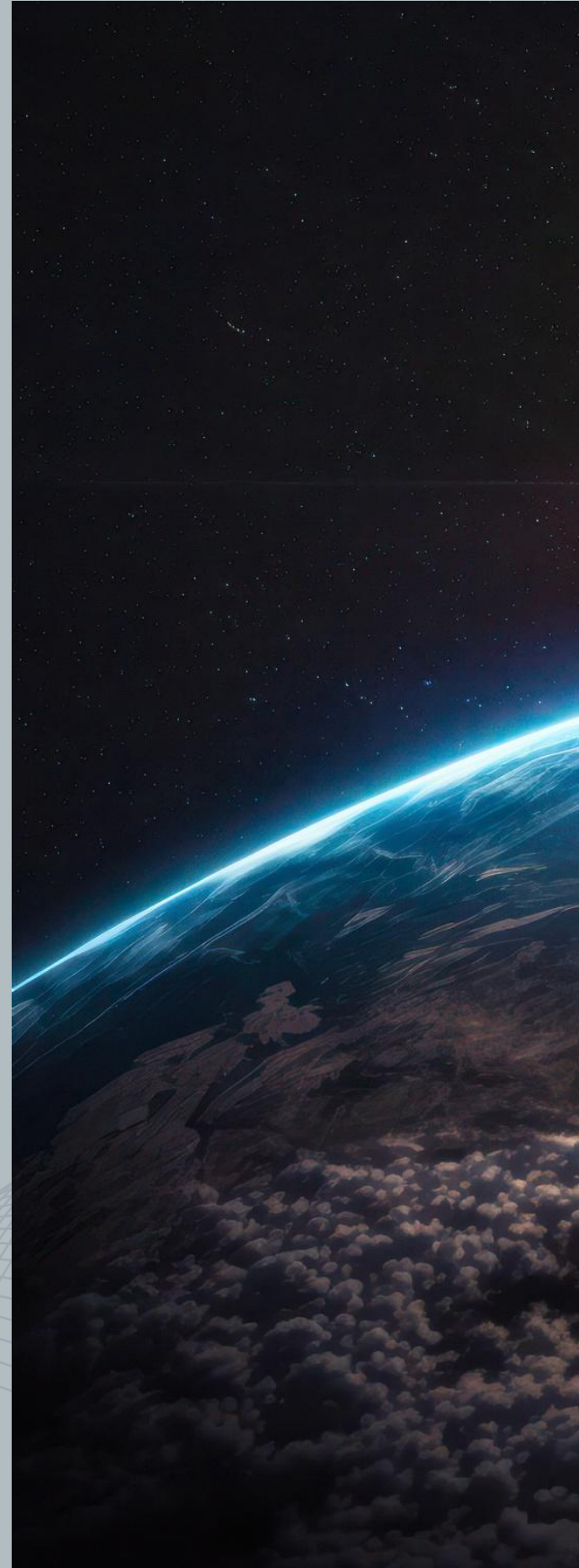
EVALUATING POTENTIAL PARTNERS

When evaluating potential smart hands partners, a thorough approach is essential. Start by **researching potential partners** through online reviews, case studies, and testimonials to gauge their reputation and track record. These sources provide valuable insights into the partner's reliability and the quality of their services.

Next, **request proposals** from shortlisted partners, and conduct interviews to assess their capabilities and alignment with your needs. These discussions can reveal the partner's technical expertise, problem-solving approach, and customer service quality.

Comparing service offerings and pricing is crucial to understanding the value each partner provides. Ensure that the services included in their base price align with your specific requirements, and be mindful of any additional costs that may arise.

Finally, **conduct site visits and evaluations** if possible. Visiting a partner's facilities can provide firsthand insights into their operational processes, organisational culture, and overall professionalism. This step helps confirm that the partner can meet your expectations in practice, not just on paper.





QUESTIONS TO ASK A PROSPECTIVE SMART HANDS PARTNER

1 EXPERIENCE AND EXPERTISE

- How many years of experience does your company have in providing smart hands services?
- Can you provide examples of similar projects you've handled, particularly in our industry?
- What certifications or qualifications do your engineers and technicians hold?

QICO has over 20 years of experience in providing smart hands services globally. Our extensive background in this field has equipped us with the expertise to handle a wide range of IT infrastructure tasks, from routine maintenance to complex troubleshooting, across diverse industries. Our team of skilled, certified engineers and IT specialists are trained to deliver reliable, on-site support, ensuring that your IT systems are managed efficiently and effectively.

2 SERVICE OFFERINGS

- What specific smart hands services do you offer, and how do they align with our needs?
- Can you provide a detailed breakdown of the services included in your base price?
- How do you handle additional service requests that fall outside the initial scope?

QICO offer a comprehensive range of smart hands services tailored to meet your IT infrastructure needs, including hardware installation, cabling management, system monitoring, and remote hands support. Our base pricing package covers essential services such as initial consultations, basic hardware setup, standard cabling, routine

maintenance, and remote assistance. For any additional service requests beyond the initial scope, we provide a detailed quote and transparent pricing to ensure clarity and flexibility, allowing us to adapt to your evolving requirements efficiently.

3 TECHNICAL CAPABILITIES

- What types of IT equipment and systems are your team proficient in handling?
- How do you ensure that your technicians stay updated with the latest technology and best practices?
- Can you describe a challenging technical issue you've encountered and how your team resolved it?



DISCOVER HOW QICO'S INTEGRATED SERVICES CAN PROVIDE TAILORED SOLUTIONS TO MEET COMPLEX BUSINESS CHALLENGES. OUR HOLISTIC APPROACH COMBINES MULTIPLE SERVICES TO OPTIMIZE YOUR IT INFRASTRUCTURE, ENHANCE OPERATIONAL EFFICIENCY, AND SUPPORT YOUR STRATEGIC OBJECTIVES.

Our team is proficient in handling a wide variety of IT equipment and systems, including servers, networking devices (routers, switches, firewalls), storage systems, and various peripheral devices. We ensure our technicians stay updated with the latest technology and best practices through continuous training programs, certifications, and regular workshops on emerging technologies. Our commitment to staying at the forefront of IT developments allows us to provide top-tier service.

One challenging issue we recently encountered involved a complex network outage at a client's data centre. Our team quickly diagnosed the problem as a routing issue caused by a failed switch. We resolved it by reconfiguring the network, replacing the faulty hardware, and optimising the setup to prevent future occurrences, all within a minimal downtime window.



END-TO-END IT
INFRASTRUCTURE OPTIMISATION



COMPREHENSIVE IT ASSET
LIFECYCLE MANAGEMENT



HOLISTIC WORKSPACE
OPTIMISATION



INCREASED NEED FOR ADVANCED SKILLS

In 2023, **69%** of technology companies reported that the complexity of their IT infrastructure requires smart hands providers to have advanced technical skills, especially in areas like cybersecurity, network management, and cloud services

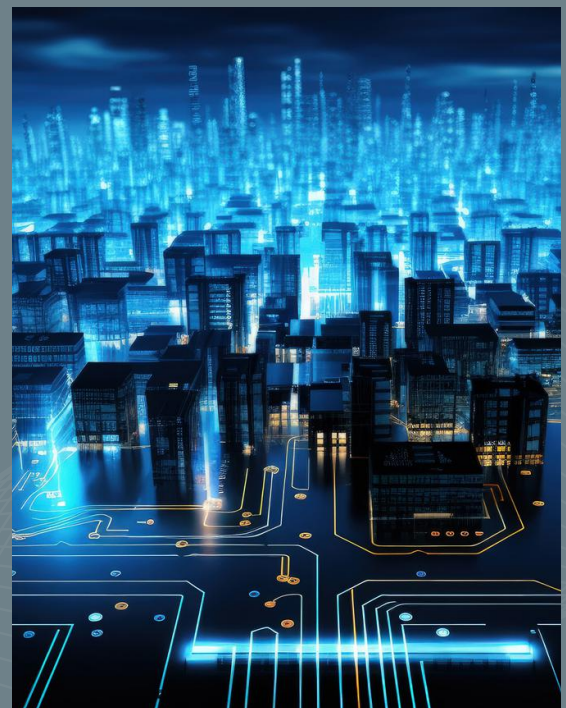
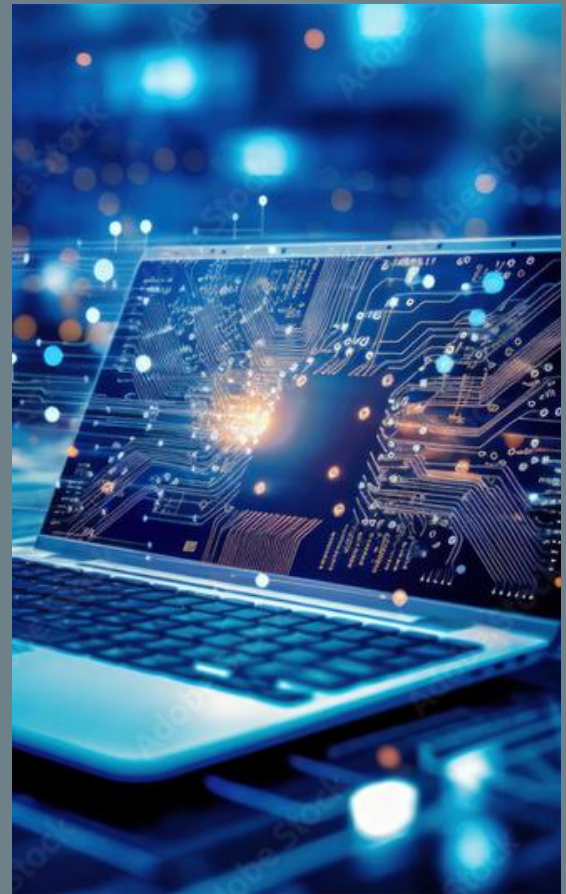
(KPMG)

4 RESPONSE TIME & AVAILABILITY

- What are your guaranteed response times for on-site and remote support?
- How do you manage service coverage across different time zones?
- Are your smart hands services available 24/7, and if so, how do you manage after-hours support?

OUR GUARANTEED RESPONSE TIMES FOR ON-SITE SUPPORT ARE WITHIN 4 HOURS FOR CRITICAL ISSUES AND WITHIN 24 HOURS FOR NON-CRITICAL TASKS, DEPENDING ON THE LOCATION.

For remote support, we provide immediate assistance with a typical response time of less than one hour. We manage service coverage across different time zones through strategically located teams and a global network of skilled technicians, ensuring seamless support wherever and whenever you need it. Our smart hands services are available 24/7, with after-hours support managed by a dedicated team that operates round-the-clock, ensuring that any issues are addressed promptly, regardless of the time or day.



5 CUSTOMER SUPPORT & COMMUNICATION

- How do you ensure clear and consistent communication during a project?
- What is your process for handling customer complaints or issues?
- Can you provide references from current or past clients who can speak to your customer service quality?

We ensure clear and consistent communication during a project through structured communication protocols, which include regular progress updates, detailed reports, and dedicated points of contact for clients. Our project managers act as the primary liaison, ensuring that all information is conveyed accurately and promptly to all stakeholders. For handling customer complaints or issues, we have a formalised process in place that begins with immediate acknowledgment of the concern, followed by a thorough investigation and resolution plan. We prioritise resolving issues efficiently and to the client's satisfaction, with follow-up to ensure the problem is fully addressed. We are happy to provide references from current or past clients who can speak to the quality of our customer service, reflecting our commitment to delivering exceptional service and support throughout the project lifecycle.



6 SECURITY & COMPLIANCE

- How do you ensure the security of our data and IT systems during your services?
- What compliance standards do you adhere to, particularly in highly regulated industries?
- How do you handle sensitive or proprietary information during and after service delivery?



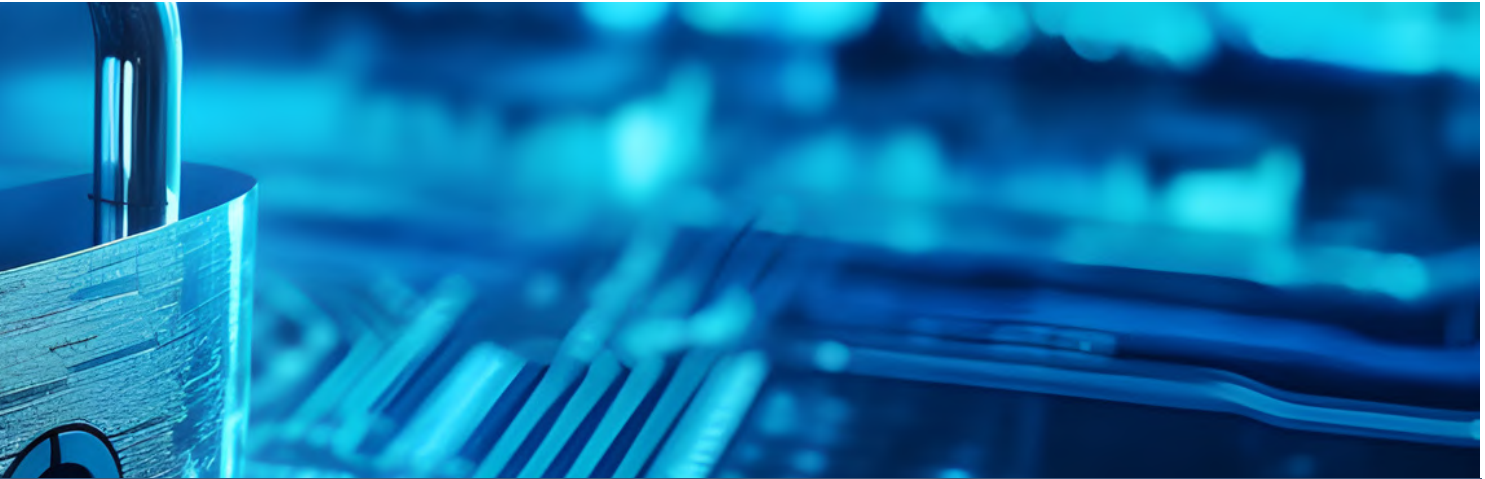
Supply Chain Attacks

Supply chain attacks have surged by **430%** over the past year, significantly impacting third-party service providers, including those in the smart hands sector.



Third-Party Breaches

49% of organisations have experienced a data breach caused by a third-party vendor in the last 12 months, highlighting the critical need for stringent security and compliance protocols when outsourcing services.

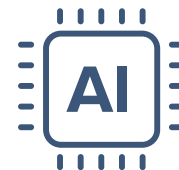


We ensure the security of your data and IT systems through rigorous security protocols that include encryption, secure access controls, and continuous monitoring during service delivery. Our team is trained to follow industry best practices for data protection, ensuring that all interactions with your systems are secure and compliant with the highest standards. We adhere to compliance standards such as GDPR, ISO/IEC 27001, and other relevant regulations, particularly in highly regulated industries like finance, healthcare, and government sectors. When handling sensitive or proprietary information, we implement strict confidentiality agreements and ensure that all data is handled securely during and after service delivery. Our processes include secure data transfer methods, limited access to authorised personnel only, and secure data destruction protocols when necessary, ensuring your information remains protected at all times.



Zero Trust Adoption

Organisations with fully deployed Zero Trust architecture saved **43%** on data breach costs compared to those without, making it a vital approach for service providers to ensure the security of client data.



AI in Cybersecurity

The market for AI in cybersecurity is expected to reach approximately **\$102.78** billion by **2032**, growing at a CAGR of **19.43%**. This highlights the increasing reliance on advanced technologies to enhance security measures in IT services, including smart hands operations.



7 SCALABILITY & FLEXIBILITY

- How do you scale your services to accommodate both small and large projects?
- Can you adapt your service offerings to meet our changing needs over time?
- How do you handle unexpected changes or emergencies during a project?

We scale our services efficiently to accommodate both small and large projects by leveraging our flexible and modular service approach. This allows us to tailor our resources and teams according to the specific needs and size of each project, ensuring that we can handle everything from minor tasks to large-scale, complex initiatives. We continuously assess and adjust our resource allocation to ensure optimal performance, regardless of project size. We also adapt our service offerings to meet your changing needs over time. As your business evolves, we can modify our service packages, add new capabilities, or scale back services as required, providing you with a tailored solution that grows with your business. When unexpected changes or emergencies arise during a project, our team is trained to respond swiftly and effectively.



A study by McKinsey found that organisations that effectively manage and scale IT projects can achieve up to a **200%** performance improvement by leveraging expert teams and robust project management practices.

(McKinsey & Company)

56%

Of IT professionals believe that real-time issue resolution capabilities are essential for maintaining project timelines and avoiding disruptions, emphasising the need for preparedness in emergency situations.

(StateTech Magazine)

WE HAVE CONTINGENCY PLANS AND A ROBUST ESCALATION PROCESS IN PLACE TO HANDLE UNFORESEEN ISSUES, ENSURING MINIMAL DISRUPTION TO YOUR OPERATIONS. OUR PROJECT MANAGERS WORK CLOSELY WITH YOUR TEAM TO QUICKLY ASSESS THE SITUATION, IMPLEMENT CORRECTIVE ACTIONS, AND COMMUNICATE CLEARLY THROUGHOUT THE RESOLUTION PROCESS, MAINTAINING PROJECT CONTINUITY AND QUALITY.

8 TRAINING & SKILL DEVELOPMENT

- What ongoing training programs do you provide to your technicians?
- How do you ensure that your team is proficient in the latest technologies and methodologies?
- Can you share details on your quality assurance processes and how you maintain high service standards?

We provide our technicians with ongoing training through workshops, certification courses, and hands-on sessions to keep them current with the latest technologies and methodologies. These programs cover emerging IT trends and technical skills, ensuring our team is ready for new challenges. We partner with leading industry organizations to offer advanced training resources and certifications, encouraging continuous learning through online courses, seminars, and conferences. Our quality assurance process includes detailed planning, regular reviews, and post-project audits.



Dedicated project managers monitor each project, and client feedback is used to continuously improve our service, maintaining the high standards expected from QICO.

COMPANIES ARE **17%** MORE PRODUCTIVE WHEN EMPLOYEES GET THE TRAINING THEY NEED

Gallup Global survey



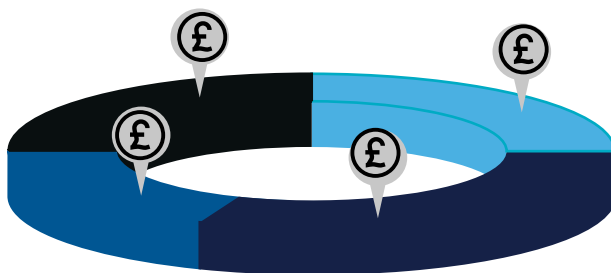
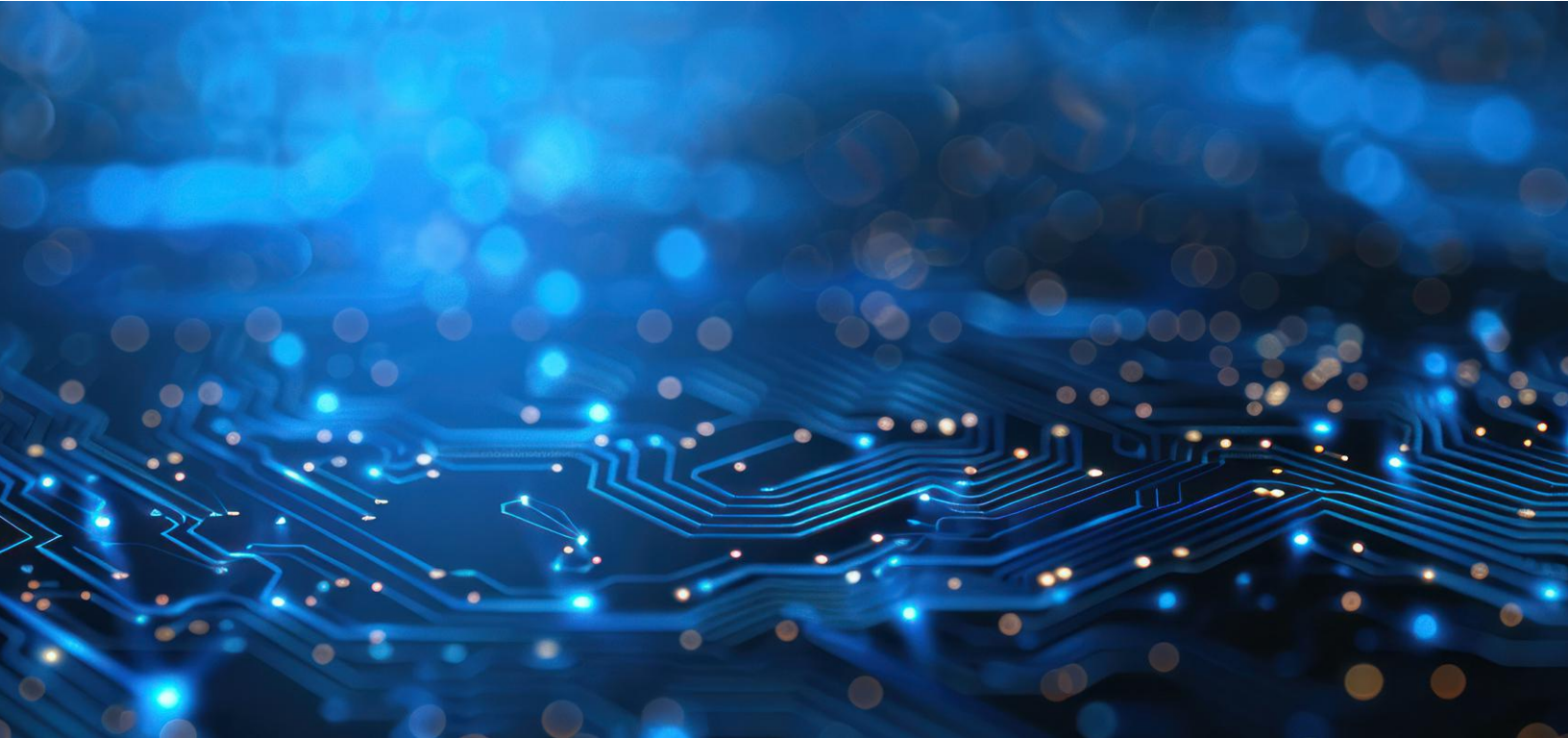
17%

59% OF EMPLOYEES SAY TRAINING IMPROVES THEIR OVERALL JOB PERFORMANCE

SurveyMonkey



59%



9 PRICING & CONTRACT TERMS

- Can you provide a clear, itemised pricing structure for your services?
- What are the contract terms and conditions, including termination clauses?
- How do you handle pricing adjustments for long-term partnerships?

We offer a transparent, itemised pricing structure where services like hardware installation, cabling, system monitoring, and remote support are clearly outlined and priced according to your specific needs. Our flexible contracts include defined service deliverables, payment terms, and termination clauses that typically require a 30 to 60-day notice period. For long-term partnerships, we regularly review and adjust pricing to reflect changes in scope or market conditions, ensuring competitive rates and a sustainable relationship tailored to your evolving business requirements.

10 SITE VISITS & FACILITY EVALUATION

- Are we able to conduct a site visit to evaluate your facilities and meet the team?
- What measures do you have in place to ensure the safety and efficiency of your operations?
- Can you provide an overview of your operational processes during such a visit?

We welcome site visits to evaluate our facilities and meet the team, allowing you to gain firsthand insight into our operations. During these visits, you'll observe the rigorous safety measures we have in place, including adherence to industry standards for workplace safety and security protocols to ensure the efficiency and security of our operations. Our operational processes, which you will see in action, include structured workflows, quality assurance procedures, and a focus on continuous improvement to maintain high service standards. This visit will provide a comprehensive overview of how we deliver consistent, high-quality service tailored to your business needs.

THE IMPORTANCE OF EXPERIENCE & REPUTATION

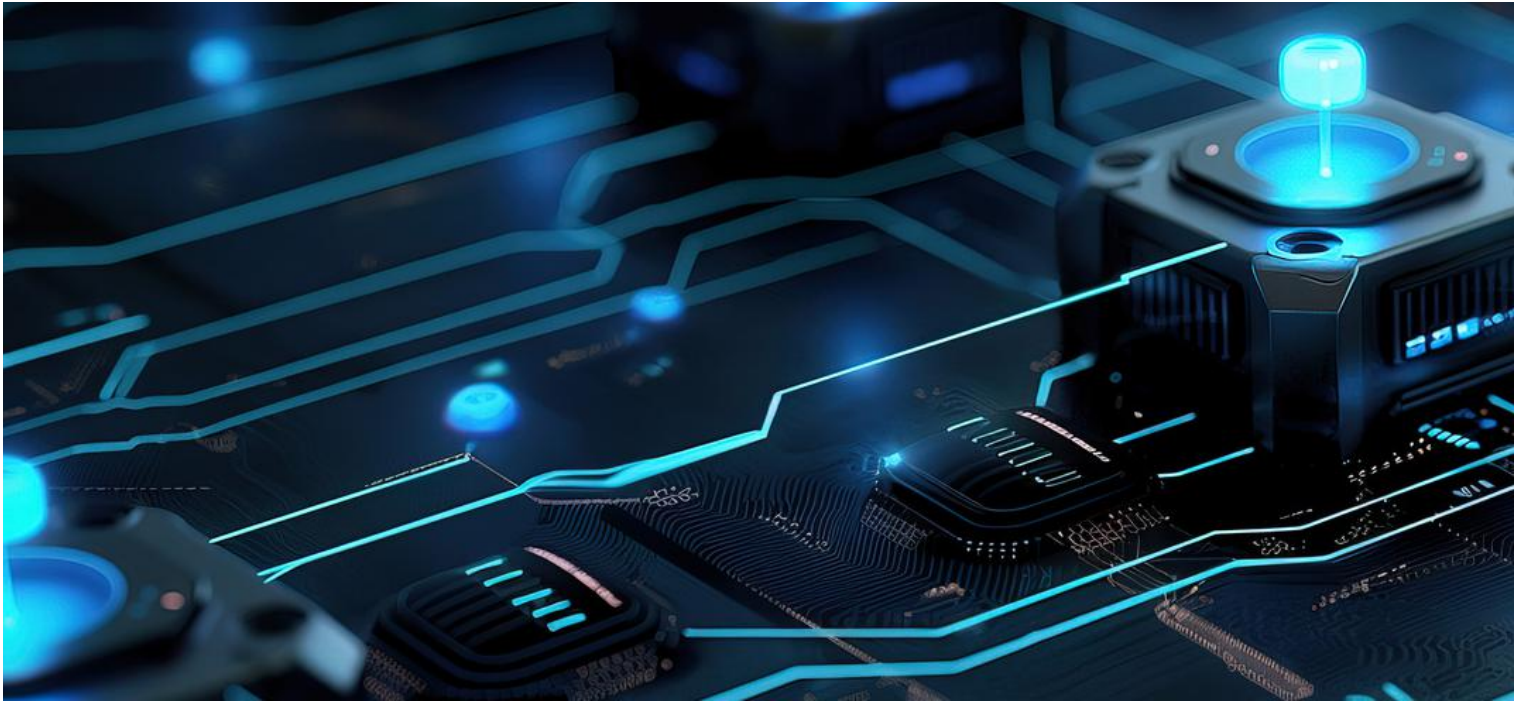
Experience and reputation are critical factors when selecting a smart hands partner. A partner with a solid track record demonstrated through case studies of successful partnerships can offer valuable insights into their ability to meet diverse client needs. These case studies highlight how the partner has effectively managed challenges and delivered results in various scenarios, showcasing their expertise.



QICO's reputation is built on a strong foundation of successful client engagements, as evidenced by numerous client testimonials. These testimonials speak to QICO's commitment to excellence, reliability, and the ability to consistently exceed client expectations. Clients often commend QICO for its swift response times, technical proficiency, and the ability to maintain seamless IT operations.

INDUSTRY-SPECIFIC EXPERIENCE IS ANOTHER KEY CONSIDERATION. QICO HAS DEEP EXPERTISE IN MULTIPLE SECTORS, OFFERING SPECIALISED SERVICES TAILORED TO INDUSTRY-SPECIFIC NEEDS. THIS SPECIALISATION ENSURES THAT CLIENTS RECEIVE SUPPORT THAT IS NOT ONLY TECHNICALLY SOUND BUT ALSO ALIGNED WITH THE UNIQUE REGULATORY AND OPERATIONAL REQUIREMENTS OF THEIR INDUSTRY. WHETHER IT'S FINANCE, HEALTHCARE, OR TELECOMMUNICATIONS, QICO'S EXTENSIVE EXPERIENCE ENABLES THEM TO PROVIDE PRECISE, EFFECTIVE SOLUTIONS THAT DRIVE BUSINESS SUCCESS.

SERVICE LEVEL AGREEMENTS (SLAs) & CONTRACTS



Increased Demand for Faster Response Times

In 2023, a study found that **67%** of companies now require SLA response times of less than 4 hours for critical issues in smart hands services. This highlights the growing need for immediate support and rapid response to minimise downtime. ([DataBank | Data Center Evolved](#)).

Service Level Agreements (SLAs) and contracts are crucial in defining the expectations and responsibilities between a business and its smart hands service provider.

KEY COMPONENTS OF AN EFFECTIVE SLA

An effective SLA should include clear metrics for service quality, such as response times, uptime guarantees, and performance standards. It should also outline the scope of services provided, escalation procedures, and penalties for non-compliance.



High Compliance with SLA Standards

A report from 2023 indicated that over **80%** of smart hands service providers are meeting or exceeding their SLA commitments, particularly in high-demand sectors like finance and healthcare. This trend reflects the sector's maturity in delivering reliable and consistent service across various industries



MONITORING & ENFORCING SLAS

Regular monitoring is vital to ensure the service provider meets the agreed-upon standards. Implementing tools and processes for tracking performance can help in identifying any deviations from the SLA. If issues arise, the SLA should provide a clear path for remediation.

During negotiations, it's essential to ensure the terms reflect your business needs. This includes customising the SLA to address specific requirements, such as service hours or specialised support. Flexibility in terms allows for adjustments as your business evolves.

UNDERSTANDING THE IMPLICATIONS OF CONTRACT TERMS

Understanding the legal and operational implications of contract terms is crucial. This includes termination clauses, liability limitations, and renewal conditions. A well-structured contract protects your business by ensuring that all parties are aware of their obligations and the consequences of non-compliance.

By carefully crafting and monitoring SLAs and contracts, you can ensure a productive, long-term partnership with your smart hands service provider that aligns with your business objectives.



ONBOARDING & INTEGRATION

Onboarding and integrating a new smart hands partner involves several critical steps to ensure a smooth transition and effective partnership.

TRAINING & KNOWLEDGE TRANSFER

Begin by providing comprehensive training to the new partner. This should include detailed information about your company's systems, processes, and specific requirements for smart hands tasks. Sharing documentation, best practices, and historical incident data helps them understand your environment and expectations.

SETTING UP COMMUNICATION PROTOCOLS

Establish clear and efficient communication channels from the outset. Define who the points of contact are on both sides, and agree on preferred methods and frequency of updates. This ensures that both parties can quickly address issues and stay aligned on goals and progress.

ESTABLISHING A FEEDBACK LOOP FOR CONTINUOUS IMPROVEMENT

Implement a feedback mechanism to facilitate ongoing improvements. Regularly review performance metrics and hold feedback sessions to discuss any issues or areas for enhancement. Encourage open dialogue to address concerns promptly and adapt processes as needed, ensuring that the partnership evolves and improves over time.

TO MAKE THE TRAINING AND KNOWLEDGE TRANSFER PROCESS MORE MANAGEABLE FOR THE CLIENT, QICO CAN TAKE THE LEAD IN FACILITATING THIS TRANSITION:



QICO-LED TRAINING PROGRAM

Instead of the client organising and conducting training sessions, QICO can provide a pre-developed, customisable training program tailored to your needs. This program will include all necessary documentation, videos, and tutorials that our team will present and explain in a series of workshops.



SHADOWING & MENTORSHIP

To reduce your workload further, QICO embed our team members within your operations for a short period. During this time, our experts will observe and learn directly from your environment, minimising the need for extensive formal training sessions.



TURNKEY KNOWLEDGE TRANSFER

QICO gather the required information from you through an initial consultation, after which we will create detailed, easy-to-understand training materials. This ensures minimal effort from the your side, as we take responsibility for distilling and presenting the information.



ONGOING SUPPORT

Rather than a one-off training session, QICO offers ongoing support where we continuously update and refine our understanding of your systems. We maintain an open line of communication to address any queries or updates as they arise, ensuring that our team stays aligned with your evolving needs.

This approach not only reduces the burden on you but also ensures that the knowledge transfer is efficient, effective, and tailored to meet your specific requirements.

By focusing on these areas, you lay a solid foundation for a successful collaboration with your new smart hands partner, leading to more efficient operations and better outcomes for your business.

MANAGING THE PARTNERSHIP

Managing a partnership with a smart hands provider requires ongoing attention and strategic oversight to ensure mutual success and growth.

REGULAR PERFORMANCE REVIEWS & REPORTING

Establish a routine for performance reviews and reporting to monitor the effectiveness of the smart hands partner. These reviews should evaluate key performance indicators such as response times, service quality, and adherence to SLAs (Service Level Agreements). Regular reporting helps identify trends, measure the partner's performance against agreed metrics, and ensures transparency. This ongoing assessment is crucial for maintaining high standards and making informed decisions.

QICO takes the lead in setting up regular performance reviews and reporting, making it easy for clients to monitor the effectiveness of our services. We handle the collection and analysis of key performance indicators, such as response times, service quality, and SLA adherence, and present them in clear, actionable reports. This ensures transparency and allows clients to focus on strategic decisions without getting bogged down in day-to-day monitoring.

ADDRESSING ISSUES & PROBLEM RESOLUTION



Promptly address any issues that arise during the partnership. Develop a structured approach to problem resolution, including clear escalation paths and defined procedures for handling various types of issues. Regular communication is essential for identifying potential problems early and resolving them efficiently. Foster a collaborative environment where both parties feel comfortable discussing challenges and working together to find solutions.

We simplify problem management by implementing a structured, proactive approach to addressing any issues that arise. We establish clear escalation paths and defined procedures for different types of problems, ensuring quick and efficient resolution. Our team maintains regular communication with clients, identifying potential challenges early and resolving them before they escalate, reducing the client's burden in managing the partnership.



SCALING SERVICES AS YOUR BUSINESS GROWS

As your business evolves, your smart hands needs may change. Engage with your partner to discuss scaling services to align with your growing requirements. This could involve increasing capacity, expanding service offerings, or adapting to new technologies. Planning for scalability ensures that your partner can support your business's expansion without disruption.

As your business grows, QICO makes it easy to scale our smart hands services to meet your evolving needs. We engage with clients regularly to discuss future requirements, whether it's increasing capacity, expanding service offerings, or adapting to new technologies. Our scalable solutions ensure seamless support for your business's growth without disruption, simplifying the transition process.

LONG-TERM STRATEGIC PLANNING

Work with your smart hands partner to develop long-term strategies that support both your operational goals and the partner's capabilities. This includes aligning on future technological advancements, exploring opportunities for innovation, and setting mutual objectives for growth. A strategic partnership ensures that both parties remain aligned and proactive in achieving shared goals, fostering a sustainable and productive relationship.

QICO works closely with clients to develop long-term strategies that align with both their operational goals and our service capabilities. We focus on future technological advancements, innovation opportunities, and setting mutual growth objectives. This strategic planning fosters a proactive, aligned partnership, allowing clients to focus on their core business while we manage the technical and operational aspects.

QICO'S SMART HANDS SERVICES

QICO PROVIDED ROUND-THE-CLOCK SMART HANDS SUPPORT, REDUCING DOWNTIME BY 50%. OUR TECHNICIANS MANAGED HARDWARE REPLACEMENTS, SYSTEM RECONFIGURATIONS, AND PREVENTIVE MAINTENANCE.

QICO has consistently demonstrated its expertise and reliability in providing smart hands services through numerous successful client engagements.

One notable case involved a global financial institution facing frequent hardware failures that significantly disrupted their operations. The institution's complex IT infrastructure required immediate, on-site technical support to minimise downtime and maintain business continuity.

Selecting the right smart hands partner is crucial for maintaining the reliability and efficiency of your IT operations. Key considerations include technical expertise, global reach, quick response times, adherence to security standards, and the flexibility to scale services according to business needs.

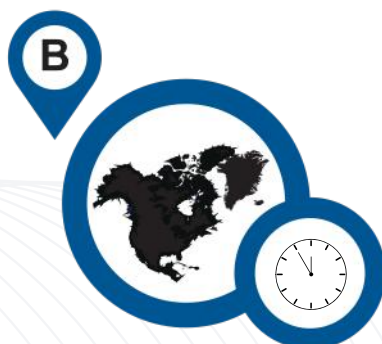


AVERAGE RESPONSE TIMES PER REGION FOR SMART HANDS SERVICES



SOUTH AMERICA

6 - 12 hours



NORTH AMERICA

2 - 4 hours



EUROPE

2 - 6 hours



Partnering with QICO ensures access to a team of certified professionals dedicated to enhancing your IT infrastructure's performance. With a proven track record, global presence, and commitment to excellence, QICO delivers tailored solutions that minimise downtime and support your business's growth.

To experience the benefits of QICO's smart hands services, reach out to us today. Let our expertise and dedication to service excellence help you maintain a robust and efficient IT infrastructure, ensuring your business operations run smoothly and effectively. Contact QICO to discuss your specific needs and discover how we can support your IT goals.



AFRICA

8 - 24 hours



ASIA

4 - 8 hours



AUSTRALIA

4 - 8 hours



[+44 \(0\)203 3369 010](tel:+442033369010)

hello@qicoltd.com