

DALLAS-FORT WORTH FIELD SERVICE PROVIDER

Capability Statement

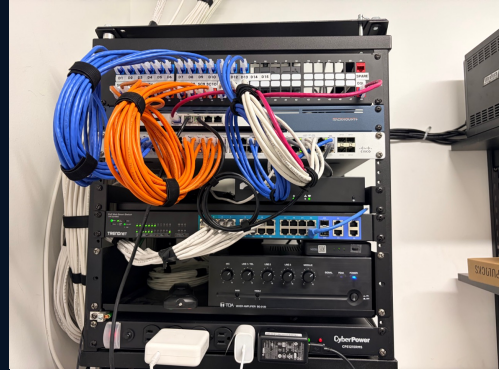
Onsite field IT execution for Field Nation buyers, dispatch teams, MSPs, project managers, and national technology deployment companies.

Direct routing: contact@sterlingridgeventures.com

Partnerships: partners@sterlingridgeventures.com

Phone: 612-987-7874

Web: sterlingridgeventures.com



PRIMARY COVERAGE

Dallas-Fort Worth metroplex

ASSIGNMENT TYPES

Scheduled, emergency, after-hours, weekend, rollout and multi-day

OPERATING MODEL

Scope review, milestone updates, escalation, validation and documented close-out

Core Field Services

- Network smart hands, switches, routers, firewalls and access points
- Retail POS, payment terminals, self-checkout and back-office systems
- Workstation, printer and multifunction-device support
- Kiosk, package-locker and connected-device installation
- Rollouts, refreshes, surveys, inventory and decommissioning

Buyer-Facing Execution Standards

- Complete scope reviewed before acceptance
- ETA, check-in and required milestone communication
- Remote engineer, NOC and bridge-call participation
- Immediate escalation of access issues and blockers
- Validation results, useful notes and close-out photos
- Clean work area and completion confirmation before departure

Preferred Provider Promise

- | | |
|----|---|
| 01 | Review the full scope, schedule, access process and tool requirements before accepting. |
| 02 | Maintain required communication from assignment confirmation through close-out. |
| 03 | Report blockers and changed site conditions while the buyer can still act. |
| 04 | Follow buyer escalation paths and remote technical direction. |
| 05 | Submit documentation that supports approval, not merely proof of attendance. |
| 06 | Represent the buyer professionally at the client site. |

Operational Capabilities

Network & Smart Hands	Rack and device identification, patching, cable tracing, connectivity checks, guided troubleshooting, swap activity and post-change validation.
Retail & POS	POS, payment terminal, self-checkout, back-office, kiosk and in-store technology installation, replacement and functional testing.
Workplace Technology	Workstation deployment, component replacement, peripherals, printers, multifunction devices, network connection and user validation.
Rollouts & Multi-Day Projects	Repeatable site execution, refreshes, surveys, inventory, staging, decommissioning, packaging and coordinated shipment handling.

Professional Equipment & Site Readiness

Laptop with remote-support capability • Mobile hotspot access • Network cable tester • Patch and console cables • Common connectivity adapters • Screwdrivers and Torx bits • Pliers and side cutters • Labeling and cable-management supplies • Basic mounting tools • Project-specific PPE and access equipment

Coverage & Assignment Review

Based in Dallas and serving the Dallas-Fort Worth metroplex, including Dallas, Fort Worth, Plano, Irving, Arlington, Frisco, McKinney, Richardson, Garland, Carrollton, Denton and Grapevine. Each request is reviewed against scope, location, schedule, access, tools, travel and remote-support requirements before acceptance. Out-of-state projects may be considered when approved travel and accommodations are provided.

READY TO ESTABLISH DFW COVERAGE?

Become a dispatch partner: sterlingridgeventures.com/become-a-dispatch-partner

Dispatch inquiries: contact@sterlingridgeventures.com | Partnerships:

partners@sterlingridgeventures.com | 612-987-7874