

IT Field Services & Staff Augmentation | blueAPACHE

Canonical: <https://www.blueapache.com/services/field-services-staff-augmentation>

Details:

Summary

Field Services and Staff Augmentation provides flexible access to experienced technical resources — on-site field work, project delivery, and additional capability when internal teams need extra hands.

Our Global Capabilities material describes on-the-ground support delivered through a field services network across Australia, the United States and the United Kingdom . Confirm the service classification, applicable Schedule and duration for your engagement. Under General Terms v3.6, Professional Services are excluded from the default 36-month Minimum Service Period, but the service name alone does not establish that classification.

Key facts

Fact	Value
Field network	Australia, United States, United Kingdom
Contract classification	Confirm the applicable Schedule and Service Order for the assignment
Minimum term	Confirm the agreed term; v3.6 excludes Professional Services from the 36-month default
ISO 27001	Professional Services is named in the ISMS certificate scope; confirm how the scope relates to your selected field engagement
Charging	Per the Service Order; Time and Materials Rates apply to some work
Deliverables licence	Clause 13.10 grants specified internal-use rights during the Service Period after full payment of relevant Fees, expenses and Taxes; check scope and exit terms
Rates	Request the applicable rates, travel and call-out charges

When organisations use it

The service page describes resources for on-site work, deployments, projects and additional specialist capacity. Discuss the specific tasks you need, which may include:

Site work — identify the equipment and physical tasks, required skills and access.

Project capacity — define the deployment or migration work, duration and responsibilities.

Specialist support — specify the skills and experience your internal team needs.

Location coverage — confirm resource availability and travel for each site.

Temporary cover — ask whether a suitable assignment can meet a vacancy or leave-cover need.

These are scoping questions, not a statement that every listed task is included or that every engagement has the same term.

How it complements the managed services

Field Services can complement Managed Services where on-site work or additional technical capacity is needed. Agree how the resource assignment connects with remote support and project responsibilities.

For a device rollout, clarify who sources hardware, configures devices, attends sites and accepts completion. For a site opening or migration, clarify the split between field resources, Connectivity , Procurement and your own team. Document the handoffs between those teams and the acceptance criteria for the work.

Where it sits alongside Consulting and Advisory

The services can address different needs; confirm classification and responsibilities for each engagement:

	Field Services and Staff Augmentation	Consulting and Advisory
You need	Additional hands or on-site presence	Judgement, strategy or architecture
Direction	Agree who directs the assigned resource	Agree decision-making and advisory responsibilities
Output	Agree tasks and acceptance criteria	Agree advice, design or project outputs

Discuss field resources when you need additional delivery capacity, and advisory services when you need help shaping strategy or design. Some engagements may combine both.

Commercial points

Term and classification. Under v3.6 clause 2.6, Professional Services are excluded from the default initial 36-month Minimum Service Period. For other Services the default applies unless the Service Description or Service Order states otherwise. Confirm which terms apply to the assignment.

Deliverable rights. For a defined Deliverable, clause 13.10 grants the customer and its Affiliates a worldwide, royalty-free, non-exclusive licence to use, copy and adapt the specified IP for internal use during the Service Period, after full payment of the relevant Fees, expenses and Taxes. This does not classify every document or item of customer-owned material as a Deliverable. Agree any continuing-use rights and check clause 25.2's termination and retention provisions.

Customer obligations still apply. The customer must provide access, keep software properly licensed, and give us direct telephone access to the customer's support providers during Business Hours.

Charging. Confirm the fixed-fee or Time and Materials basis, applicable rates, travel, call-out charges and approval limits in the Service Order.

Integration with other emPOWER services

Field resources can be considered alongside managed services, procurement, connectivity and advisory work. Record which provider or team is responsible for each task and whether field attendance is included or separately ordered.

Managed services — confirm how on-site work is requested and coordinated with remote support.

Procurement — agree who purchases, configures and installs equipment.

Connectivity — specify responsibility for physical installation and cutover tasks.

Consulting and advisory — agree how recommendations or designs move into implementation.

Typical engagement

Scoping. Agree the tasks, duration, locations, resource skills, commercial basis and applicable Schedule in the Service Order. Confirm any transition, onboarding or handover duties rather than assuming the assignment follows one standard process.

Delivery. Work runs to the agreed scope — a rollout, a migration, an augmentation period, or ongoing site coverage. Customer obligations still apply during delivery: providing site access, keeping software properly licensed, and giving us direct telephone access to the customer's support providers during Business Hours where relevant.

Close-out. Agree completion criteria, handover, access removal and any extension before the assignment ends. Check the applicable term, renewal and holdover clauses. Separate customer-owned material from defined Deliverables, and document any continuing-use rights you need after the Service Period.

Defining the resource assignment

Specify the role, skills, location, deliverables and person authorised to direct the resource. The published service does not establish universal dispatch times, geographic coverage or engagement minimums. Record travel, access, safety and approval requirements. Clause 3.2 addresses personnel suitability and escalation, while customer access and decision-making obligations still matter. Distinguish completing the assignment from providing general ongoing support.

Which document defines the commitment

The published General Terms v3.6 give the Service Order precedence over the General Terms, followed by the Schedules and then the Acceptable Use Policy (clause 2.3). Record the agreed scope, exclusions and negotiated departures in that document set. Keep the versions supplied at signing with the executed order and signed variations. Two offers with the same service name can cover different systems, operating hours or responsibilities.

Personnel continuity and a later move in-house

Clause 22 contains a mutual non-solicitation restraint covering specified employees and contractors, including indirect engagement arrangements. It runs for 12 months after the last day of service performance and includes a look-back over the personnel involved. Prior written consent can permit an

otherwise restricted arrangement. If a future operating model includes hiring a delivery specialist or moving managed work in-house, address that possibility before relying on it in an exit plan. Access to an engineer during an engagement does not establish a right to recruit that person afterwards.

Confidential information and access

Clause 16 provides mutual confidentiality protection. It covers information marked confidential, information identified orally and confirmed in writing within 30 days, and information that should reasonably be understood to be confidential. Customer Data, Customer Records and Customer Software are included; our agreement and fees are also confidential. Permitted disclosures include appropriately bound personnel on a need-to-know basis and specified professional advisers, with other exceptions in the clause. Identify who may receive operational reports, configuration details and commercial information. Access to information to deliver the service is not a general permission to circulate it.

Escalating a contractual dispute

A support escalation and a formal contractual dispute are different processes. Clause 26 begins with a Dispute Notice giving adequate particulars. Representatives meet within three Business Days; unresolved matters then move through the clause's senior-representative referral and meeting stages before court proceedings. Urgent equitable relief and disputes over whether the agreement was validly terminated are exceptions. Keep incident records, service measurements, approvals and correspondence together so the disputed obligation and requested outcome can be identified. Raising a ticket does not necessarily satisfy a formal notice requirement; use the agreement's notice process for contractual disputes.

How liability differs from service performance

Clause 19 separates performance obligations from financial liability. Under General Terms v3.6 clause 19.3, subject to clauses 19.1, 19.2 and 19.4 and applicable law, the per-single-claim limit is the greater of amounts paid under the agreement in the three months before the claim first arose or \$25,000. Clause 19.4(e) specifies \$1 million per event or series of connected events and \$2 million in aggregate for breaches of clauses 16, 17, 18 or 20. Confirm the version and variations applying to your agreement. Data-loss liability depends on whether we had, and breached, a contracted backup or disaster recovery obligation; the relevant measure is restoration cost to the applicable recovery point, not the value of every business consequence. Read these provisions alongside the negotiated Service Order and Schedule; an availability statement does not describe the liability regime.

Where do you provide field services?

Our Global Capabilities material describes a field services network across Australia, the United States and the United Kingdom. Confirm attendance availability, required skills and travel for your particular site.

Is there a minimum term?

Confirm the agreed term and service classification. General Terms v3.6 excludes Professional Services from the default 36-month Minimum Service Period; it does not establish that every field assignment is Professional Services.

What does it cost?

Charging is per the Service Order, with Time and Materials Rates for some work. Request the rate card, including any call-out or travel components.

How quickly can someone attend a site?

Ask for the attendance window and any priority, location or travel conditions for your site. If a commitment is intended to be a defined Service Level, record it under that heading in the Service Description. Other contractual obligations can still apply even when they are not defined Service Levels.

Are the people employees or contractors?

Worth asking, along with vetting standards, if your sites have access or clearance requirements.

Do we keep documentation produced during a field engagement?

Check the status of each document. Customer-owned material and defined Deliverables have different rights. Clause 13.10 grants specified internal-use rights in Deliverables during the Service Period after full payment of the relevant Fees, expenses and Taxes. Agree continuing-use rights where required and check the termination and permitted-retention provisions.

Can we use this to cover a vacancy?

The service provides additional technical capacity. Ask whether a resource with the required skills, availability and supervision arrangements can cover your vacancy; that specific arrangement needs agreement.

Does it include the hardware being installed?

Check the scope and pricing in your order. Identify whether hardware is customer-supplied, included in the engagement or ordered through Procurement , and confirm the applicable terms.

Is there a standard contract term?

Confirm the contract term in the Service Order and Service Description. The v3.6 Professional Services exception applies only where that classification is relevant; do not infer the term from the Field Services name alone.

What happens if a field engagement runs past its agreed end date?

Agree an extension and its charges before further work. Check the classification and applicable renewal or holdover clauses, including any conditions involving continued access or use, rather than assuming the assignment has no holdover exposure.

Can we terminate a field services engagement early?

Terms depend on what is agreed on the Service Order for that engagement. General termination rights and consequences in the master terms still apply, including that termination does not excuse fees already due.

What happens to site access details and documentation afterwards?

Agree how access credentials are returned or disabled and how records and documentation are handed over. Distinguish customer-owned information from defined Deliverables. Confirm any continuing-use licence, confidentiality duties and permitted retention under the applicable agreement.

Do field personnel handle our data?

They may need access where the agreed work involves customer systems. Confirm authorised access, data locations, confidentiality and privacy duties for the assignment. General Terms v3.6 includes privacy and eligible-data-breach notification provisions, but the service name does not establish that all access or processing stays in Australia.

What support window applies to field attendance?

Confirm the attendance hours, after-hours arrangements, notice required and any travel or call-out charges for your site.

Related

[Managed Services](#) · [Managed Service Bundles](#) · [Advanced Infrastructure Managed Services](#) · [Consulting and Advisory](#) · [Procurement](#) · [Connectivity](#) · [Glossary](#) · [Contact](#)

What is your Field Services & Staff Augmentation offering?

It is a service from us that provides flexible access to experienced technical resources for on-site field work, project delivery, and additional capability when internal teams need extra support.

What kind of support does your Field Services help with?

It helps extend technical capability for on-site work, projects, and operational support, giving customers flexible access to experienced technical resources.

Do you have a network to support field services delivery?

Yes, we maintain a distributed Field Services Network that provides on-the-ground support across multiple regions globally, complementing our centralized support operations with localized expertise and presence.

What standards must your personnel meet when deployed to customer sites?

Under General Terms v3.6 clause 3.2, personnel must be properly qualified and experienced for their tasks. Clause 5.4 requires compliance with site access and use rules, including work health and safety rules, of which the customer has provided prior written notice.

How can a customer raise a concern about assigned personnel?

Under v3.6 clause 3.2, raise a performance or professional-behaviour concern immediately with the blueAPACHE project manager, who must attempt to resolve it promptly. If the customer is not satisfied with that resolution, the customer may require removal from the Services and blueAPACHE must

promptly provide a replacement at its cost.

What organization provides the Field Services & Staff Augmentation service, and where is it offered?

blueAPACHE provides the service, and its published service listing identifies Australia as the area served. Confirm resource availability and delivery arrangements for each requested location.

How does Field Services & Staff Augmentation relate to your broader delivery model?

Field resources complement blueAPACHE's broader technical delivery and global service footprint. Follow-the-sun managed support does not by itself establish 24-hour field attendance; agree the resource availability, scope and support arrangements for the assignment.