

OUR MISSION

CPG SmartTec™ is designed to provide clients with a complete range of 24x7 certified IT support through the use of a convenient and secure portal.

SmartTec™ Beyond the Cloud

The ultimate in streamlining.

WE ARE UNIQUE

Our easy to use SmartTec™ portal for monitoring and ordering, combined with our certified technicians set us apart. We understand the importance of knowledge and expertise. 75% of all failures in data centers are created by human error, often as a result of ignorance or lack of proper qualifications. Our SmartTec™ service protects our customers by monitoring and addressing your data center IT performance with technicians certified in a full-range of IT specialties, experienced at protecting your system from failures, not creating them.

SMARTTEC™

Executed through our National Operations Center (NOC) we ensure ease of use, 24x7 monitoring, a single point of contact for all situations, and rapid response times.

- Single pane, client portal system makes it easy for our customers to stay informed and order services/generate tickets at any and all times.
- Easily import data on your Data Center configuration for a customized experience.
- Generate reports and customize metrics to show potential areas for improvement or analyze trends.
- Perfect for use by Colocation Providers, Cloud Providers or End Users.
- SmartTec support available in a variety of service options and tiered response times.

CPG SMARTTEC™ ON-SITE SERVICES

- Tier 1 Hardware Troubleshooting
- Visual Verifications to Assist in Remote Troubleshooting
- Install and De-install of Cabinet Infrastructure, Data Cable
- Equipment Installation and Configuration
- Data Center Rack, Power, Space and Capacity Planning
- Process Documentation, SOP Creation and Run Book Support
- Data Cable Testing/Troubleshooting
- Hard Drive Removal and Destruction Services
- Customer Requested Audit Assistance
- Vendor Escort
- Shipping Coordination
- Onsite Staff Ensuring Site Security