

# Aptient

## Go Beyond Smart Hands with Aptient

Mission Critical Deployments Deserve  
Real Network Engineers and  
Dedicated Project Management

[aptient.com](https://www.aptient.com)

*What does it mean to go beyond smart hands?  
Number one, it means using real network engineers  
– and sending the same engineer to every site,  
not just finding the cheapest local resource.*



**When you use a world-class network engineer you still get beautiful cabling, but you also get real-time on-site troubleshooting anytime it's needed. Still, it's not enough to just use smarter hands. We need to go beyond.**

That requires spending as much time as you can dedicated to pre-planning and pre-staging to ensure every detail is as right as possible before anyone or anything ever gets on site. Of course, rigid or inflexible planning can be almost as bad as no plan at all. The solution is a focus on internal and external communication throughout planning and execution – updating the approach as lessons are learned.

When you combine real network engineers with careful planning and diligent communication, you get an agile and adaptable approach that goes beyond smart hands to provide consistent deployments every time. And it should all come at a flat global rate.



## What It's Like To Go Beyond Smart Hands with Aptient

*Aptient has been taking clients beyond smart hands for several years now. That makes this a perfect time to share our experience and approach to show you how a global deployment project works when you go beyond smart hands.*



It all starts weeks or months ahead of the first physical deployment. First, we work with you and your team to scope your next mission-critical deployment. What parts do you want to do in house and which can we take off your plate?

During the planning, we'll share our experience gained over hundreds of deployments to help you build for scale and longevity – and, yes, ultra-clean cable runs too. You'll immediately feel the difference that comes from working with a team that understands network architecture and engineering just as well as your own team. It's not just protocols and ports, though – we get how fundamental the network is to your business, and employ a DevOps approach to infrastructure to ensure our work is aligned with yours, constantly and completely.

Now it's time to ship some gear. But it's not going on-site just yet. First we collect all network and server kit at one of our staging facilities in order to complete all the needed pre-work. Yes, this includes flashing firmware and loading configurations. It also includes pre-configuring OOB access. Just as important though, it includes pre-staging the entire physical deployment to both ensure everything fits together in a flexible and scalable way and also document the build in playbooks that can be used on-site at each deployment to ensure smooth consistency. Of course we only use the

best materials and equipment – right down to the cage nuts.

Only when all of the pre-work is complete to everyone's satisfaction do we send your kit to your first site. And rest assured it will get there – even if we have to rent a truck and drive it there ourselves (yes, we've done this for a client). We also schedule the network engineer to arrive on site with the gear. While an infrastructure engineer looks at a datacenter rack and sees boxes and cables, a network engineer sees that plus architecture and packet flow. The more deeply you understand a challenge, the more elegant a solution you can create. Couple that real-world on-site expertise with constant communication and impeccable documentation and you end up with a world-class deployment, and all done at a flat global rate allowing you to budget with confidence.

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This isn't just about one deployment though, is it? This is about a global rollout of your new service, a worldwide equipment refresh, or an international capacity expansion effort. And this is where Aptient's "DevOps" approach to infrastructure kicks in. We repeat the deployment process for each site, with your dedicated team making on-the-fly agile adjustments to changing conditions, unreliable vendors, or anything else that comes up – and updating playbooks as we go. At the end you are left with a fully documented, consistent deployment; whether it's for a handful of sites across one country, or hundreds of sites across multiple continents. All at a global flat rate. No "death by change order" here!



## What If I Don't Have Weeks To Plan?

If you're like many of our clients, you sometimes have emergencies — ones that won't wait for weeks or months of planning. So, what if you need someone onsite right now, to handle an outage or other major issue? You can still go beyond smart hands, even when you're short on time or human resources.

A client recently called us on 30 January to be onsite, in Hong Kong, by 2 February to rescue a deployment that had gone sideways. Aptient flew one engineer into Hong Kong and had the job completed within 2.5 days. The other, regular smart hands vendor had two folks on site in Seoul for five days each to do the same job. That means they took four times longer than our real network engineer. It also means that even with the expedited travel, Aptient was both better AND less expensive!

## Aren't Smart Hands "Good Enough?"



Of course, using world-class network engineers and all the best quality components isn't always cheaper than the alternatives.

In these situations, your CFO may ask "aren't smart hands good enough?" And in some cases you can get lucky. But in most cases, things go sideways. Aptient recently got one such call from a client who was in the middle of an 18-hour outage caused by the "smart hands" at three of their PoPs mishandling cross-connects

Our response? "We'll be in Milan in 6 hours." In fact, we had our tickets within 30 minutes of the client saying "go." And within hours of landing, we had four mission-critical backbone circuits back up and passing traffic – a feat the local technicians hadn't been able to do at all. And your location is likely even closer to one of our 56 local engineers around the world.

*We cover 67 cities  
in 31 countries on  
six continents.*

*And that's just our  
local resources –  
we can get anywhere  
with a little more time.*



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## You tell us what you need, we get it done.

*It's as simple as that. But if you want to shop around, make sure you're getting real network engineers building standardization for scale and flexibility.*

Don't settle for anything less than stellar documentation (both playbooks and as-builts, *et cetera*). Ensure that your chosen partner starts with comprehensive scoping and detailed planning – with a communication plan to deal with any and all contingencies. Bonus points for any vendor that brings a DevOps mentality to physical and network infrastructure. And of course, above all else, work only with someone who can consistently produce the results you need.

## Get in touch

We'd love to hear from you.

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