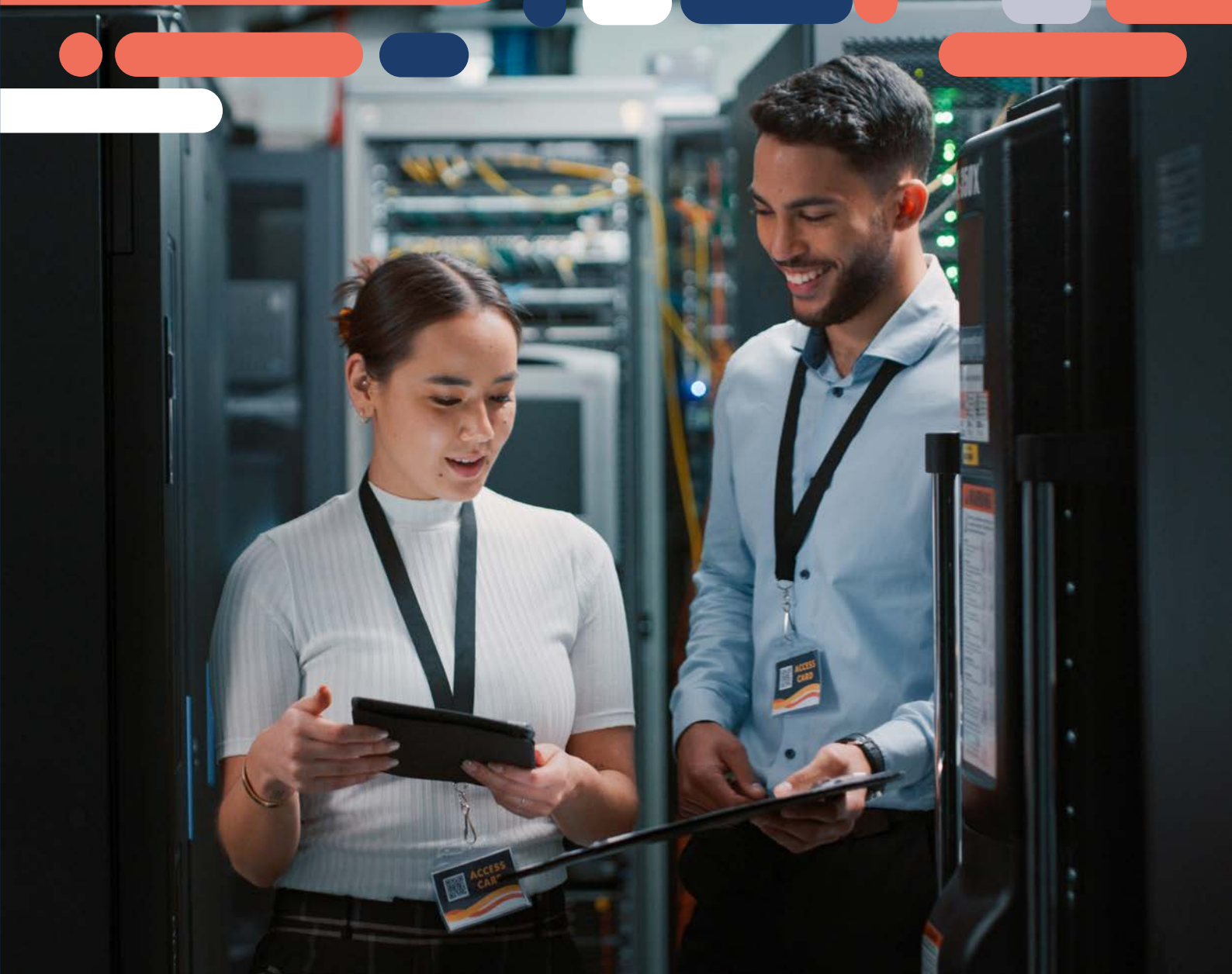
entelar group

Specialist Capability Statement

Creating Connections for Growth.

IT Field Services



The Work We Do:
IT Field Services

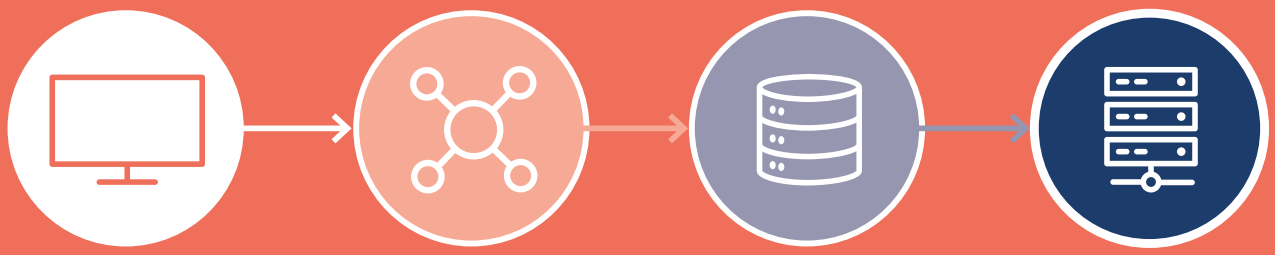
Powering Business Success with Smart Connectivity

Entelar Group IT Field Services support New Zealand businesses and government organisations through their IT refresh and transformation projects. Our services cover the full IT lifecycle from build, service, commission, Install, right through to maintenance of hardware and software.

Our portfolio of services covers full network and Data Centre infrastructure and end user compute.

Whether you're going through an office move, refreshing your network equipment, or undertaking a desktop refresh, our onsite technicians can support you throughout your journey.

With a nationwide delivery model, we can rapidly scale the right resources to meet your needs - delivering hands and feet field support, break-fix, and a fully managed service, backed by consistent delivery standards, clear communication, and measurable outcomes.



End User Compute Build and Support

Network Install, Support and Maintenance

Infrastructure Build and Maintenance

Data Centre Installation and Support

1 Hands and Feet **2 Break / Fix Support** **3 Managed Services**

- Senior Service Engineer
- Service Engineer
- Senior Systems Engineer
- Systems Engineer
- Technical Specialist
- Project Co-ordination



Whatever your need, we have got you covered

Audit & Discovery

- Site feasibility
- Pre-deployment site surveys
- Wireless (Wi-Fi) surveys
- Diagnostic checks
- Wireless (Wi-Fi) provisioning, install & maintenance
- Set-up and configuration (packaging)
- Imaging & asset tagging

Implementation

- Device provisioning
- Software & hardware upgrades
- Rack mounting, inter-rack cabling & patching
- Structured cabling & fibre splicing
- Image loading & full network configuration

Support & Maintenance

- Desktop support
- Testing services
- Network device upgrades
- Network decommissioning & installation
- Network infrastructure installation
- Remote & onsite support
- Ongoing maintenance

Our Areas of Expertise

Our engineers and technical specialists are fully certified across a broad range of platforms and technologies, ensuring we can provide the right expertise to meet your specific needs. Backed by ongoing training and hands on experience across enterprise, government, and multi site environments, our teams are equipped to support everything from standard deployments to complex, business critical solutions.

CISCO · hp · FORTINET · ekahau By Accenture · HUAWEI · vmware by Broadcom

NOKIA · Microsoft · CITRIX · Lenovo · AVAYA

Benefits of our Fibre Solutions



- Enhance Security, Speed and Scalability
- Full Service Installations
- Support for Uninterrupted Performance
- Expertise for Future-Ready Networks

We support our customers effortlessly and efficiently, minimising downtime and optimising performance.

Recycling Services

A key differentiator of our IT services is our in-house capability to recover, re-use, re-sell, and recycle IT equipment. All assets are processed in line with industry best practice, helping our customers with their sustain ability goals.

100% of recovered equipment is managed through appropriate disposal pathways - with all recycled materials processed according to industry best practices.

Technology Lifecycle Services

Recover, re-use, resell and recycle

E-waste recycling	Data destruction
• Computers, small batteries & cameras • PC monitors, TV's and Display screens • Network devices • Printing, copying & scanning devices • Phones & mobile devices	• Data erasure • Disk degaussing • Hard drive shredding • 6mm and 3mm disintegration (NZ Information Security Manual (NZISM) compliant data destruction)

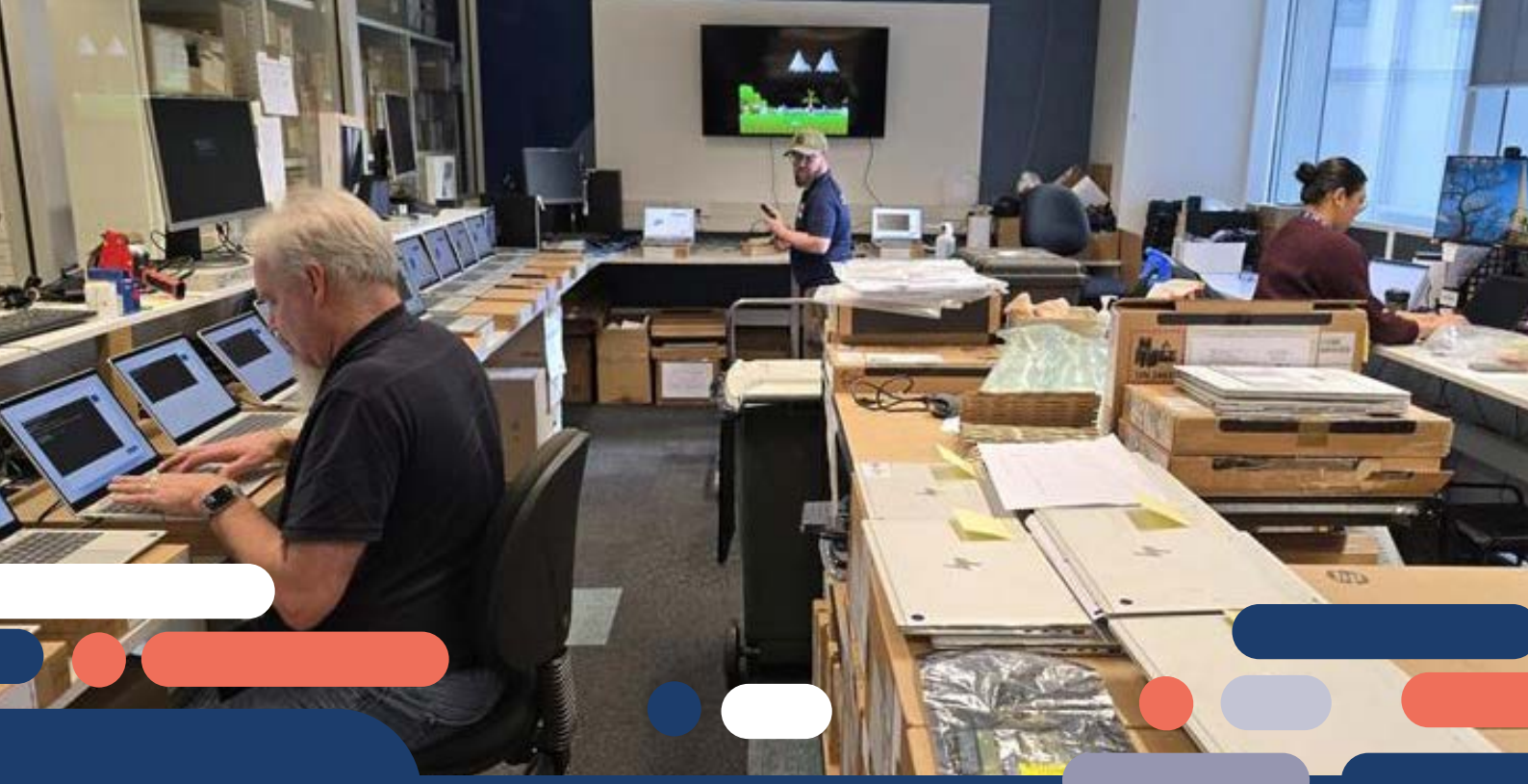
Why Choose Entelar Group?

Our nationwide teams can scale alongside your IT function or take full accountability for your projects. We ensure we provide the right expertise, at the right time to achieve the right outcomes for your business through:

Our Services:

- Faster response times through our nation-wide presence, with over 400 staff and 120 service touchpoints nationwide
- 24×7 nationwide support to ensure faster response times
- Fully certified technicians and trusted relationships with leading global brands
- Flexible support models to suit individual customer needs
- Proven experience across major industries within government, banking, retail, defence, and corporate businesses
- Seamless processes through the utilisation of ServiceNow and D365

We provide our customers with technology lifecycle services



Nationwide coverage, local support



Why Choose Entelar Group?

Entelar Group is New Zealand's leading integrated technology solutions provider, supporting the critical infrastructure that keeps our country connected. From civil works and fibre deployment to mobile networks, IT distribution, logistics, and IT services - we manage the full lifecycle, from design and build to responsible recycling.

With over 450 locally based staff and 120 service touchpoints nationwide, our reach and technical depth make us the trusted partner for powering New Zealand's digital future. Every solution is underpinned by best practice in Health and Safety, ensuring reliability and care at every step.

Solutions made simple. Coverage that spans the country.

Commitment to Health & Safety

At Entelar Group, safety isn't just a priority - it's embedded in everything we do. Our 360° Health & Safety culture wraps around our people and yours, ensuring a secure, compliant, and proactive working environment.

We focus on:

- **Strong Foundations** – Getting the basics right, encouraging open dialogue, and providing high-quality protective equipment.
- **Robust Processes** – Ensuring compliance, minimising risks, and continuously learning from every situation.
- **Ongoing Training** – Regular competency assessments and clear procedures to handle incidents effectively.
- **Commitment to Safety Standards** – We prioritise safety ensuring full compliance with NZ's Health and Safety Work Act 2015.

With an active Health & Safety management system in place, we empower our team to work confidently and safely. Because at Entelar Group our goal is simple:

Everyone goes home safe and sound at the end of each working day.

Connect with us

Scan to find out more

sales@entelargroup.co.nz
www.entelargroup.co.nz
0800 835 344

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