

Field Service Outsourcing

Technical service that grows with your requirements.

More service capacity.
Less internal effort.
Consistent quality.

Increasing service demands, skilled labour shortages, fluctuating workloads and ever-higher expectations regarding response times and availability present companies with major challenges. At the same time, technical service operations need to remain reliable – whenever and wherever support is required.

With our Field Service Outsourcing solution, we take over defined tasks and processes across your technical service operations – from service planning and dispatching to installation and maintenance, remote diagnostics and reliable on-site support.

This allows us to relieve the pressure on your internal teams, provide flexible service capacities and ensure efficient processes and consistently high service quality. Our solution is tailored to your individual processes, locations and service requirements.

Benefits at a glance

- Flexibility & scalability
- Reduced pressure on internal resources
- Fast response times
- High & consistent service quality
- Greater efficiency & cost transparency
- Focus on your core business

Your benefits in detail

Flexible & scalable service capacities

Capacity aligned with service volumes, project phases, and current requirements.

Relief for your internal resources

Efficient processes and right-sized resources enable fast and effective handling of service requests.

Fast response times

Streamlined processes and optimized resource allocation for the efficient and timely handling of service cases.

High and reliable service quality

Clearly defined service scopes reduce coordination efforts and create greater predictability.

Greater efficiency & cost transparency

Clearly defined service scopes minimize coordination efforts and enhance predictability.

Focus on your core business

Not a rigid standard solution, but a tailored model that fits seamlessly into your existing processes and interfaces.



Our services in detail

01 Service Planning & Dispatching

Structured planning, prioritization, and coordination of your service operations.

02 Installation & Commissioning

Installation, replacement, and commissioning of equipment and technical systems.

03 Maintenance & Servicing

Defined maintenance, inspection, and servicing activities to ensure high system availability.

04 On-Site-Support

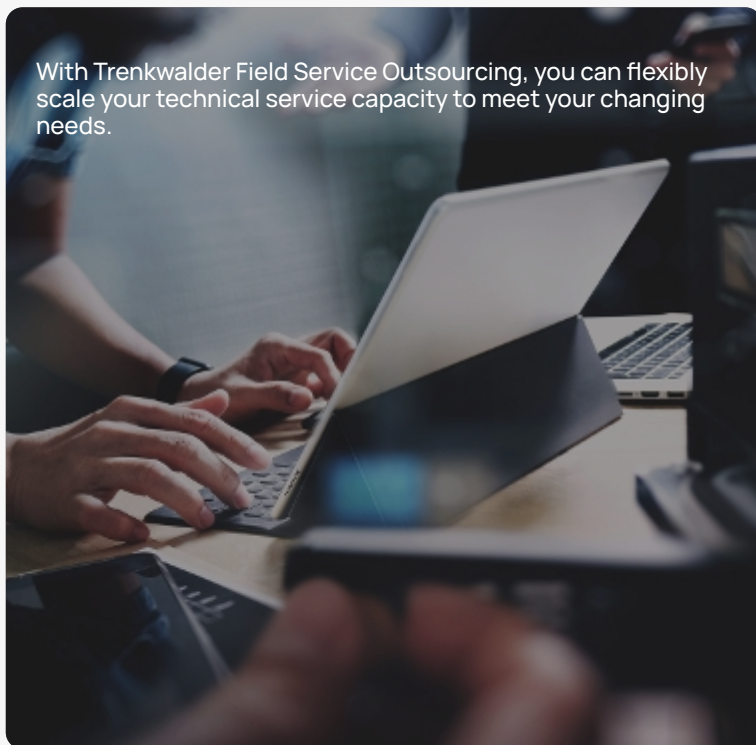
Technical support provided directly at your locations or at your customers' sites.

05 Remote Support & Diagnose

Preliminary fault analysis and service case qualification to enable more targeted and efficient field service visits.

06 Rollouts & Project Services

Planning, coordination, and execution of technical rollouts across multiple locations.



With Trenkwalder Field Service Outsourcing, you can flexibly scale your technical service capacity to meet your changing needs.

Service where you need it.

Whether you need targeted support, a time-limited rollout project, or the long-term management of defined service processes – together, we develop the field service model that best fits your requirements.



How we get started

Your service processes should become more efficient

- 01 Analyzing your requirements
We assess your requirements, service processes and required capacities.
- 02 Defining the solution
Together, we define services, responsibilities, interfaces and quality standards.
- 03 Setting up resources
We provide suitable service professionals and prepare them for their assignments.
- 04 Launching the service
The agreed Field Service activities are integrated into your processes and implemented.
- 05 Optimising continuously
We review performance and adapt processes and capacities as required.

For different Industries & Requirements

Our field service solutions can support companies in areas such as:

- Industrial & Manufacturing
- Mechanical & Plant Engineering
- IT & Telecommunications
- Retail & Multi-Site Operations
- Energy & Infrastructure
- Technical Services

We look beyond the resources required and consider the entire scope of the assignment, as well as your company's individual circumstances and requirements.



Why you should work with us

For us, Field Service Outsourcing means more than simply providing additional personnel. We combine workforce expertise, process expertise and outsourcing capabilities to create a service solution tailored to your business.

Long-term partnership & continuous optimisation

That is why we see Field Service Outsourcing as a collaborative partnership. Together, we identify opportunities for optimisation and continuously develop processes and services in line with your needs.

Workforce & process expertise from a single source

Effective Field Service requires the right people – but also efficient processes and reliable operational management. As a partner for staffing services and Business Process Outsourcing, we bring these areas together and develop solutions tailored to your specific requirements.

Flexible & scalable resources

Service requirements cannot always be planned far in advance. Peak workloads, new projects, rollouts or unexpected absences may require additional capacities. Our solutions can be scaled flexibly, helping you respond quickly to changing requirements.

Why Trenkwalder? Your Challenge. Our Solution.

Do you need additional capacity at short notice?
Are your internal teams operating at full capacity?
Do you need to ensure reliable service delivery across multiple locations?

We combine workforce, process, and outsourcing expertise to create a field service solution that integrates seamlessly and flexibly into your organization.

Cross-industry expertise

Technical service is a key success factor across many industries – from manufacturing and production to IT and telecommunications, retail, infrastructure and technical services. We look beyond the resources required and take your individual processes, requirements and operating environment into account.

Tailored integration into your processes

No two service organisations operate in exactly the same way. That is why we do not rely on rigid, standardised models. Together, we define which services we take over, which interfaces need to be considered and how our services can be effectively integrated into your existing organisation.

Transparent management & reliable quality

Clearly defined responsibilities and service requirements create transparency. Depending on the outsourcing model, quality criteria, documentation requirements, reporting structures and regular review meetings can be agreed. This gives you a clear overview of the services delivered.