

IONOSPHERE AI

ON-SITE FIELD ENGINEERING · NEW MEXICO

Your on-site engineer, **under your brand.**

Installs, network work, smart hands, security hardware and private AI, done after hours or on weekends by a field engineer with five years in hospitals and clinics. For IT providers and integrators, under your brand: you keep the client, the ticket and the margin. For offices, scheduled projects done right.

SERVICES

On-site support

- Smart hands and break/fix dispatched from your tickets
- Hardware swaps, RMAs and warranty work
- Rural trips your techs would rather not drive
- Remote-hands work during your maintenance windows
- Site surveys, photos and closet documentation

Projects

- Network and Wi-Fi installs: switches, APs, firewalls
- Rack builds and network-closet cleanups
- Workstation rollouts and hardware refreshes
- Office setups and moves; on-site cutover help for cloud and SaaS migrations
- Security and backup hardware: firewalls, NVRs, NAS and backup appliances

Power & private AI

- UPS installs, battery replacements, power and temperature monitoring
- On-site AI boxes that keep client documents in the building
- Fax intake, discovery indexing, tax-doc sorting and more
- Monthly care for every box installed

WORKING WITH IT PARTNERS

- **White-label:** I work in your ticket system and introduce myself as part of your team
- **No poaching:** a non-solicit is standard; I never sell to your clients directly
- **You resell the hardware** from a ready-to-quote parts list
- **Every visit documented:** photos, notes and config changes on the ticket
- **Pre-sales help:** site surveys and scoping before you quote

COVERAGE & SCHEDULING

- Albuquerque, Rio Rancho and Santa Fe, plus Gallup, Grants and Taos
- Weekday evenings and weekends, ideal for installs and cutovers with no client downtime
- Scheduled work booked in advance; urgent evening dispatch when available
- Direct office projects scheduled the same way; ongoing support referred to IT partners

FIELD ENGINEER FIRST

- 5 years installing and maintaining hospital and clinic equipment: power, cooling, networking, DICOM
- Used to sterile, regulated, high-uptime environments and working around clinical staff
- MSP experience: client relationships, RFPs, scoping, proposals and hardware resale quotes
- BS, UCLA · MSc, University of Oxford

PRIVATE AI, WHEN CLIENTS ASK

- For clients that won't put files in Copilot or ChatGPT: law, CPA, clinics, insurance
- Typical value: \$700–2,800 a month in staff time per workflow
- Fixed setup price and a monthly care fee you add to the contract

Need a tech on site this week?

IT providers, integrators and offices. Partner rate card and a 10-minute private-AI demo on request.

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