



**FOR IMMEDIATE RELEASE:**

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## **Field Solutions Annual Recap: 38.8% Annual Growth Strong Client Acquisition and Retention**

**Minneapolis, MN January 19, 2010** – Field Solutions, North America’s premier independent field service technician resource, is pleased to report our successful 2009 business results and announce significant investments in new technologies. While the economy went through significant upheaval in 2009, Field Solutions’ results were strong and steady, accelerating throughout the year. A brief performance recap for 2009 includes:

- **Revenue growth of 38.8% for the entire year over 2008 revenues.** We finished the year with a strong 4<sup>th</sup> quarter, our largest ever, with 13.8% growth over a strong 4<sup>th</sup> quarter 2008. 4<sup>th</sup> quarter, 2009 also delivered sequential growth of 9.0% over the 3rd Quarter 2009.
- **Strong Client Base Growth:** We added 5 OEM’s to our client base, and added volume with all of our existing OEM clients. Overall Field Solutions began service to 43 new clients during the course of the year.
- **New Low Voltage Cabling and Telephony service skills categories added:** expanding our capabilities to all our served segments. New provider profiles include over 3500 low voltage wiring technicians and 2400 skilled telephony providers.
- **New efficiency oriented technologies deployed:** During the year we added several significant new efficiency and quality oriented technologies including: the on-line sourcing industry’s most robust automated contact services (“**ACS**”); our **Push2Tech™** time-controlled automatic assignment tool; and our breakthrough multi-work order geographic assignment tool: **FS- Mapper™**. All these technologies and dozens of site enhancements contribute to the efficiency offered by our on-line system.

“Our results are derived from our clients’ positive reception to our investments in enhanced technology, full range service portfolio, North American coverage strategy, broad range of technician skills, and aggressive cost reduction strategy. We continually find clients interested in developing an outsourcing



strategy that enables a lowest cost solution for their business, and hence their competitive success.” comments Mac Lewis, CEO of Field Solutions. Adding, “Our clients, new and existing, are growing their volumes through Field Solutions as a competitive strategy in their markets. This value proposition: the competitive advantage of the lowest cost structure; provides our clients a winning advantage in their markets, and is defining the North American technology services competition for the new decade. Field Solutions is proving, and remains committed to, enabling our clients’ lowest cost strategic advantage.”

Developments planned for the first half of 2010 include several major on-line system version changes and new modules enabling improved performance, and new management tools that our clients tell us will further enable them to compete and win. Additionally, we are in the process of deploying a new provider technology segment that makes Field Solutions’ range of technologies served the broadest in North America.

### **About Field Solutions LLC**

Field Solutions ([www.fieldsolutions.com](http://www.fieldsolutions.com)) is a leading provider of independent field service technicians to the electronics industry, and is committed to delivering the highest quality field service through independent technician resources across North America. Field Solutions achieves quality results with flexibility and responsiveness through our automated technician sourcing and work order management tools, our experienced field service project management team, state of the art quality assurance and analytical processes, and a trained and motivated group of independent field technicians. Field Solutions clients are leading electronics manufacturers, resellers and service providers. Field Solutions independent technicians are geographically dispersed across North America and maintain experience, certification and skill set profiles in the Field Solutions technician database. For more information please visit us at [www.fieldsolutions.com](http://www.fieldsolutions.com) or call Marty Reader, EVP Sales and Marketing, at 952.288.2506.

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