

**FOR IMMEDIATE RELEASE:**

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**Field Solutions new Automated Contact Services redefine Web-enabled Service Order Management: New integrated contact tools increase service department efficiency and improve quality control**

**Eight (8) new Automated Contacts Services Integrated into to Field Solutions Work Order Management process - go live: Wednesday July 8, 2009**

**Minneapolis, MN July 8, 2009** – Field Solutions, North America’s premier independent field service technician resource, announces a suite of eight (8) new Automated Contact Services (“ACS Suite”) that sets a new standard in reducing clients’ service management costs, while speeding dispatch and improving the quality control of outsourced field service. Real-time integration of SMS/Text messaging and IVR automated telephonic services into the work order management process allows clients to aggressively reduce service department costs while increasing field service contact, technician feedback, and real-time work order process control.

Field Solutions’ new ACS suite supports every step of the work order management process, from announcement through paperwork completion. Now Field Solutions’ automatic technician notifications and reminders, technician remote confirmation and status updates, and real-time service “alerts” for variation from performance expectations allows real-time quality monitoring, assurance, and action.

Field Solutions, a web-enabled outsourced services provider engineers the service process for performance results: Speed, Cost, and Quality. The new ACS suite delivers these results:

- Increased speed of technician applications for new work offers through SMS text messaging.
- Increased field service quality with technician IVR work order reminder calls, telephonic work order updating, and integrated real-time “alert” messaging to the client dispatch management,
- Reduced client operating costs with integrated voice recognition (“IVR”) check-in/out work order updating.

The new opt-in, ACS value added services bring real-time performance improvements to every step of the service work order management process:

- Unlimited SMS text messaging of new work available offers to all technicians within the standard service radius.

- Automated pre-visit service reminder calls to techs with required acceptance and integrated service management “alert” messages for service changes.
- Remote technician updating of pre-visit confirmations and acceptances and timed status and alert messages to dispatch service management.
- IVR telephonic technician check-in and check-out updating of the work order allowing elimination of call center costs.
- Work order completion messages allowing prompt notification as well as reduced dispatch costs for follow-up calls for paperwork and other closure activities.

Adds Mac Lewis, CEO of Field Solutions: “Having technicians and ISO’s consistently meet expectations is a result of successful communication. Our Automated Communications Services suite – in combination with our work order management process – measurably improves the frequency and accuracy of these communications. The result is increased awareness of performance expectations and focus when there is a potential service issue, all with reduced service center costs. Field Solutions’ clients’ dispatchers and service staff know when scheduled activities are on-track as well as when technicians in the field are not responding as expected with our real-time service order communications provided by ACS, including 24x7 work order status updates from the technicians, and real-time alerts and notices by email and/or automated voice calls to the dispatch contacts.”

As always all Field Solutions offers clients training and service support for the new ACS suite enhancements. If there are any questions on the new ACS Suite or the go-live process, please call your Service Delivery Manager, or your account management contact for support.

### **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. With a singular focus on field service management our clients trust us for their break/fix and national program requirements. 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.