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Field Solutions announces Work Order Management System enhancements yielding client productivity improvements and service quality support

Five enhancements to the Field Solutions Work Order Management System go live on Wednesday May 13, 2009

Minneapolis, MN May 13, 2009 – Field Solutions, North America’s premier independent field service technician resource, announces significant enhancements to our work order management system supporting increased client service management productivity and improvements in field execution quality.

Field Solutions is committed to delivering the lowest total cost strategy for field sourcing coupled with the highest levels of quality field service performance. With five new enhancements (below) field solutions delivers several performance improvements:

- Increased speed of technician applications.
- Increased number of technician applicants.
- Decreased service management time in operating the work order management system.
- Increased quality of field service work visibility for skill matching between providers and work requirements.
- Improved clarity of communications between field service providers and service and technical management.

The enhancements to the work order management system include:

- New “Headlines” field for improved communications with prospective providers
- New Contact Information section, providing assigned technicians direct access to specific resources
- New Work Order Skill Categories supporting faster and more accurate matching of provider skills to the requirements of the work order.
- New time savings approval and bulk approval tools
- New Work Order Activity Log supporting service training and better communications between technicians and the service dispatch personnel.

Taken together these enhancements will enable faster assignment, reduced staff time operating the Field Solutions work order management system, and improved technician work a quality. All clients will be offered training resources for the new enhancements, and as always, service support is always available.

IF there are any questions on the enhancements 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) 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. 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 or call Marty Reader, EVP Sales and Marketing, at 952.288.2506.

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