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Field Solutions Announces New Low Cost “National Helping Hands” and Strategic Alliance with Set and Service Resources, LLC

Minneapolis, MN March 19, 2009 – Field Solutions, North America’s premier electronics independent field service technician resource announces availability of the new “National Helping Hands” low cost staffing resource for field service. Made possible by its new strategic alliance with Set and Service Resources, Field Solutions is pleased to announce a new low cost operating model for electronic equipment and retail display management service providers. With the new National Helping Hands resource, and the recently announced highly skilled Telephony field service resources, Field Solutions now has the broadest range of field implementation and service resources available using the independent contractor deployment model with North American Coverage.

The “National Helping Hands” program includes over 7,000 contractor providers deployed across 3,400 zip codes. Their skills are generally competent for front of the house, customer visible assignments, requiring attention to detail and prompt, presentable and courteous execution of basic field activities such as signage installation, basic electronic device swap out, parts delivery, and may include fixturing installation.

“Field Solutions now has the broadest range of cost points for field service available deploying independent contractor resources with national coverage. At the low cost end of the spectrum, National Helping Hands coupled with the other resources provided by Field Solutions allows our clients to further optimize the resource selection and cost to match the range of activities on a single break/fix event, or national program implementation.” says Mac Lewis, CEO of Field Solutions. He also adds, “Field Solutions clients are winning in the competitive marketplace with our cost and quality assured field sourcing offering, and now have a further tool for their competitive advantage... A single integrated service management system that our clients can optimize by activity, job, task and locale creating strategic advantage and field management efficiency



previously unavailable in any one place. The reception has been fantastic, and we are pleased to change the competitive landscape for our clients.”

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.

About Set and Service Resources, LLC

Set and Service Resources, LLC based in Raleigh, North Carolina, is a staffing solutions provider to the retail industry. SASR offers staffing services for deployment projects to national retail operators including staff augmentation, recruiting, hiring, on-boarding, and scheduling for retail store management. SASR has retail services staff resources under employment nationwide. Visit <http://www.sasrlink.com/> for more information.

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