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**FieldSolutions Contact:** Lis Grant  
PR Manager, KC Associates, LLC  
612-599-7797lis@kc-associates.com

**CoSentry Contact:** Manny Quevedo  
Vice President, Development  
402-492-7800  
[mquevedo@cosentry.com](mailto:mquevedo@cosentry.com)

**FieldSolutions Forges Partnership with CoSentry, a Leading Provider of Outsourced Call Center and Technical Help Desk Services**

*CoSentry's scalable, 24x7 service support operation is another milestone in FieldSolutions' ongoing deployment of "as needed" technology field service management solutions.*

**Minneapolis—Oct. 18, 2011**—FieldSolutions, (<http://www.fieldsolutions.com>) North America's premier independent field service technician resource provider, has entered into a partnership with CoSentry, a leader in managed technical services and global help desk services, to provide its customers with contracted 24x7 call center and technical help desk services.

The partnership with CoSentry gives FieldSolutions a variable-cost, 24x7 call center, service desk and technical help desk offering, in support of its field service technicians' ability to provide consistent incident management to customer-specified service-level requirements. The company's technicians will gain immediate on-demand access to a well-managed, U.S.-based technical resource for accelerating problem resolution. In return, FieldSolutions—which has one of the largest networks of independent electronics field service technicians in the U.S. Canada, and Mexico—will provide on-premise expertise to complement CoSentry's well-known enterprise technical help desk services.

"This is an ideal match-up of highly complementary services," said Mac Lewis, CEO of FieldSolutions. "Many of our clients that successfully implemented our direct-to-technician strategy over the past five years are now steadily increasing their work volume and scope with us. Our field sourcing and service model offers them a significant cost savings and operational flexibility, while maintaining superior quality levels for their customers. The addition of scalable, flexible professional technical help desk services gives them a tremendous edge in their own competitive markets."

According to Bob Goding, vice president of CoSentry's technical help desk practice, "the addition of an advanced technical help desk will provide FieldSolutions with an increased ability to provide 'first-time fix' capabilities to the end user, thereby reducing downtime and increasing overall customer satisfaction."

FieldSolutions supplies field technicians to over 110 large technology manufacturers and service companies in North America through its network of more than 27,000 independent contractors. As an alternative to a full-time staff, FieldSolutions' streamlined model dramatically lowers the cost of installing and servicing electronics and technology equipment for its customers, while providing the quality advantage of a clear line of sight to the technician providing the work.

#### **About FieldSolutions, Inc.**

FieldSolutions ([www.fieldsolutions.com](http://www.fieldsolutions.com)) provides field service technicians to large technology services companies throughout North America. Its combination of online self-service commerce engine and full-service resource management services allows clients a seamless variable-service model unavailable anywhere else. FieldSolutions' "direct-to-tech" network of more than 27,000 independent contractors offers comprehensive, low-cost services for global technology and service companies, including electronics manufacturers, resellers, and service providers, covering all areas of the U.S., Canada, and Mexico.

#### **About CoSentry**

CoSentry serves as a one source provider of data center, cloud computing and managed technical services. For over 10 years, CoSentry has been helping clients create and protect technology platforms to compete in today's *ALWAYS ON* business environment. Business leaders depend on CoSentry's world-class capabilities, including collocation, virtual server and storage platforms, high-capacity internet, and technical help desk services to keep their businesses running—no matter what. CoSentry has facilities in Kansas City, Mo., Sioux Falls, S.D., Papillion, Neb. and Omaha, Neb. *For more information about CoSentry, please visit their main Data Center | Colocation website.*

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