

# Source Techworks

One of the biggest challenges that any IT organization faces is the process of organizing and growing a global field service network. Your customers are increasingly demanding four-hour service level agreements (SLAs), and in order to service that you need a local, on-demand network. Some companies hire full time employees to support their customers' global interests, but that's problematic for several reasons. Support services might not be required in the specific geographical area where the employee is, the employee could be unavailable at any moment due to an illness or other unexpected situation, you have to pay travel expenses to them to get to particular locations to do their work and there will inevitably be additional expenses to the actual service engagement that you must cover. How can you cover all your geographies cost-effectively and still meet your SLAs?



Source's business model, which uses a flexible field force network of certified technical support resources, enables you to cost-effectively achieve global scale. We take care of recruiting and growing a worldwide technical network of professional service engineers. By doing so, we minimize your customers' wait times and your own travel expenses without sacrificing any experience or quality.



## Our Worldwide Technical Network

Source Techworks is our on-demand, worldwide technical network of certified service professionals and technical resource partners. Each of our Source Techworks resources is either an independent contractor or an affiliate of one of our technical resource partners, and they have advanced skillsets in areas such as enterprise data centers, cloud and managed service providers, high-performance computing and the life sciences.

The Source Techworks network is built and nurtured through relationships with platforms and companies across the globe in order to ensure a seamless customer experience. Since 2014, the Source Techworks network has grown extensively to more than 12,000 members, and it has supported more than two million entitlements in over 100 countries. It's a foundation that provides you with an on-demand, hyper-local field force that will continue to grow and expand, and that has the professional experience to deliver high service quality. The combination of this network, along with the expert-level technical support and case management of our Support Operations Center, enables you to support new operation locations quickly and more rapidly grow your business.



On-demand technical network allows for flexible & cost-effective services portfolio



Can be expanded to meet increase on-site service requirements & new geographies



Individuals trained & certified to ensure the highest quality solution & consistent service

## Technical Recruiting Group

Our Technical Recruiting Group (TRG) works tirelessly to recruit, retain, manage and communicate with new and existing members to provide support coverage where your customers are located. Through this work, TRG recruits and builds our platform, constantly on the lookout for the best and most experienced technical service professionals who are dedicated to continued professional growth. Because technology is always developing, the learning process is never over, and our eLearning program offers them that opportunity. This, in turn, allows Source to deliver expert-level on-site support at every service engagement. TRG also finds and onboards technical resources to cover the entire span of our services capabilities from simple break/fix engagements to more complicated ones like data center installations.



**Recruit**



**Retain**



**Manage**



**Communicate**

## Source Academy Training and Certification

An important aspect of our Source Techworks partner capabilities is our training program, called Source Academy, which features eLearning modules designed to educate, certify and refresh our professional service engineers around the globe. This training gives our engineers the best understanding of prominent technologies in the industry and how they are evolving for the future. In turn, this unique knowledge is passed along to your customers so they can feel confident that they received expert-level engagement.

### Assessment-Based eLearning Instruction

Source Academy's eLearning modules ensure in-depth knowledge of each solution required, so every one of our technicians will always arrive on-site prepared. To foster a deeper orientation and understanding of your solutions, many of our training modules involve live videos of a service process, an assessment of the skill set covered in the video and documentation to utilize as a reference to their learning. These modules can cover your solutions and policies with proactive certification programs as well as compliance requirements.

Source Academy doesn't stop there, either. Every time we dispatch a Source Techworks partner, we also send refresher training materials to ensure every service engagement best represents your business. And, as documentation is also provided with each training module, our authorized service engineers have an added reference point to turn to as a refresher on the course's information.



Assessment-based eLearning instruction educates and certifies Source's teams & improves the quality and efficiency of each service engagement



Thorough, detailed training ensures expert-level engagement – reducing errors and dramatically decreasing unnecessary downtime



Provides a consistent experience to our partners' customers around the globe

Source Techworks enables us to provide high quality, consistent and professional service engagements around the globe on a daily basis. We invest the time and educational resources into our authorized service engineers to ensure your customers experience expert-level engagements every time. With these professionals available for use at your discretion, you can simultaneously deliver great customer service, deploy your limited resources more strategically and grow your business faster.

If you would like to learn more about Source Techworks or our services, please contact one of our representatives.