

## WORKFORCE TRENDS AND WORLD-CLASS SERVICE

The days of working from 9 a.m. to 5 p.m. five days a week, or working for one employer your entire career, are over. Evolutions in technology, industry and corporate dynamics have ushered in a new era of flexible, results-driven employer/employee relationships.

Consider for a moment these statistics from the [2017 Freelancing in America report](#), produced by research firm Edelman:

- 57.3 million people freelanced in 2017 – up about four million since 2014. That comprises about 36 percent of the American workforce.
- Those 57.3 million freelancers contributed \$1.4 trillion to the U.S. economy, up 30 percent from 2016
- Since 2014, the freelance workforce has grown three times faster than the general American workforce
- At its current growth rate, freelancers will comprise a majority of American workers by 2027
- 63 percent of new freelancers in 2017 said they began freelancing out of choice rather than necessity, mostly because they seek more freedom, security and flexibility

These statistics make it perfectly clear: the workforce is evolving, and freelancing is here to stay.

### Common Misconceptions About Freelancers

Conventional thinking about freelancers hasn't kept pace with the rate of change in the workforce. Specifically, there are two common beliefs that organizations continue to have that don't ring true anymore:

**1. MYTH: The talent pool has shrunk**

Instead, it's simply adapting to our changing environment and culture. Freelancers generally don't want to lock down to one employer; they want lots of different experiences and knowledge. Also, 63 percent of respondents in the Edelman study said having a portfolio of multiple clients is more secure than having one employer. One of the implications here is that the methods used to train freelancers must evolve to serve them well. New technologies, including augmented reality, are being tested and integrated for these purposes.

## 2. MYTH: Freelancers aren't accountable

In fact, if they do it properly, organizations can build teams who fully subscribe to their values, quality expectations and customer satisfaction goals. There are a host of tools and processes that can be put in place that freelancers voluntarily opt into in order to perform their work.

## How Source Techworks Helps You Adapt and Thrive

Source Support Services is ahead of this trend – and leveraging it for the benefit of our clients. We have used a freelance field engineer model with our Source Techworks program for several years, and freelancers and partners from all 50 states and more than 100 countries have opted in. This gives them unparalleled opportunities to advance their technical product support skills and knowledge. The program also enables Source to provide newer and more sophisticated technical product support capabilities to customers and their respective end users and further accelerate business scale and market reach for customers' new products.

By any measure, Source Techworks features a truly remarkable group of freelancers. [According to a recent survey of our network](#):

- 38.2 percent of respondents have a bachelor's or more advanced degree
- An additional 37.8 percent have completed an Associate degree or further trade, technical or vocational training
- 80 percent of respondents indicated that their educational background is directly related to the field support services they perform day to day
- 71 percent of the Source Techworks network has worked as a freelance field service engineer for at least six years, and one in four respondents has more than 15 years of experience as a freelance field service engineer
- When asked for the skills they possess that they feel enable them to be successful, the most common responses included "dedication," "dependability," "attention to detail," "willingness to learn new skills" and "efficiency." These responses demonstrate that they understand and share our focus on quality and customer satisfaction – and they truly take pride in providing the best possible support and customer service experience.

Each member of Source Techworks is assessed to determine skillsets and provided with ongoing training to ensure that all engagements with your customers are handled professionally. Members are recruited through organic relationships within our Techworks network, and then managed and nurtured by Source's Technical Recruitment Group (TRG) as if they were our own employees. In coordination with Source Academy, Source's comprehensive training and development program, TRG feeds Techworks members through rigorous training and certification programs and equips them to service our customers' medical technology, data center technology and high performance computing products. Our Techworks members also must adopt our own proprietary Code of Conduct, which ensures only the best customer and working experiences.

In addition, our Source Techworks program also features over 80 technical resource partners based in the United States and Canada, EMEA, APAC and LATAM. These partners can dispatch field service professionals for installation, de-installation, preventative maintenance or break-fix services either as part of next-business-day or 4-hour service level coverage. Resiliency is built into our network as there are multiple field engineers in every entitlement radius. Techworks members also can draw upon Source's more than 900 available forward stocking

locations worldwide and industry-renowned 24/7 technical support for any assistance they require in delivering the best in customer service.

Ultimately, of course, it's all about results. Our Source Techworks team simply outperforms others:

- We achieve SLAs more than 98 percent of the time
- We achieve a 99 percent first-time-fix rate
- Our customer satisfaction ratings are above 95 percent

We know it's difficult for organizations to organize and manage a global field service network. It's not getting any easier, either, given the trends in the workforce today. By working with Source and our Source Techworks network, you'll offer your own customers high-quality, consistent and professional service engagements around the globe daily. With this foundation in place, you can simultaneously deliver great customer service, deploy your limited resources more strategically and operate a more efficient and profitable business.

View all results from our recent Source Techworks survey [here](#).