

**SOURCE**  
techworks



## Source Techworks Field Services Network

Who Are Source's Field Service Professionals?



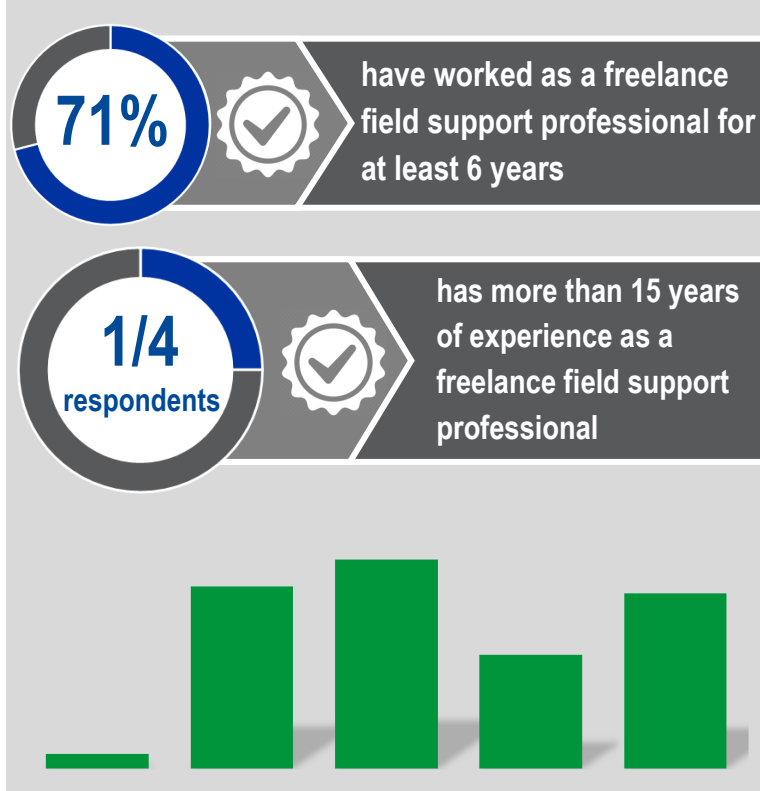
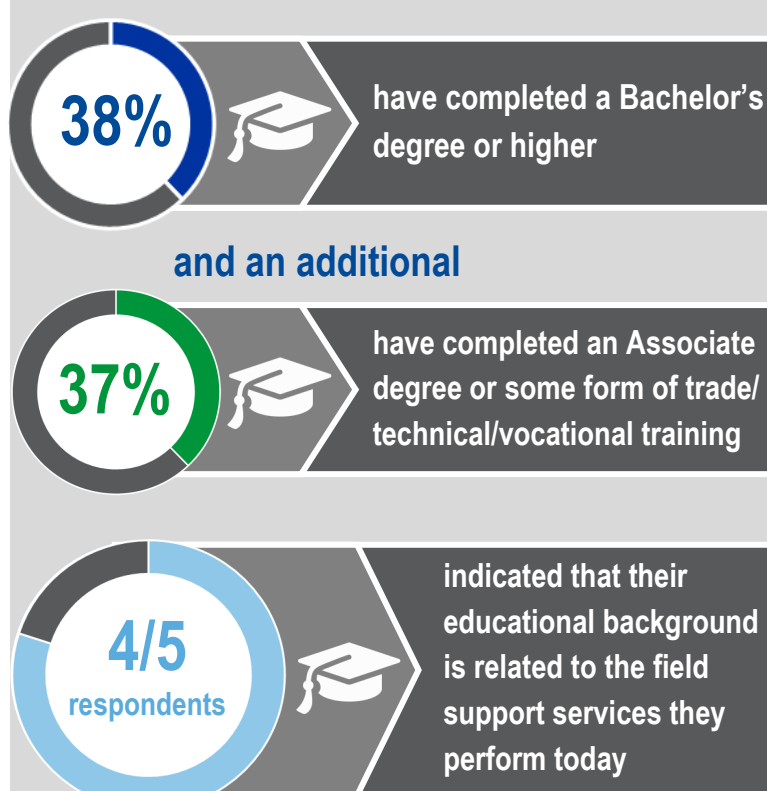
**Thousands of Members  
Supporting Millions of  
Entitlements Worldwide**

There have been many reports in recent years about a large shift in the US and global economies toward a freelance workforce. This trend continues to build in the data center, medical, and high performance computing industries. At Source, we wanted to gain a better understanding of how these trends relate to our own Source Techworks network of field service professionals.

We sent an online survey to 6,017 active members of our global network to gain an understanding of their background and work experience as freelance field support professionals. We received 206 total responses; just over 75% of respondents reside in North America. The survey was open from September 2017 to February 2018 and results were submitted anonymously.

The survey results indicate to us that, by any measure, Source Techworks features a truly remarkable group of freelancers. Our Source Techworks professionals are tenured, dedicated, and they take pride in providing the best possible support and customer service experience.

### Background & Experience

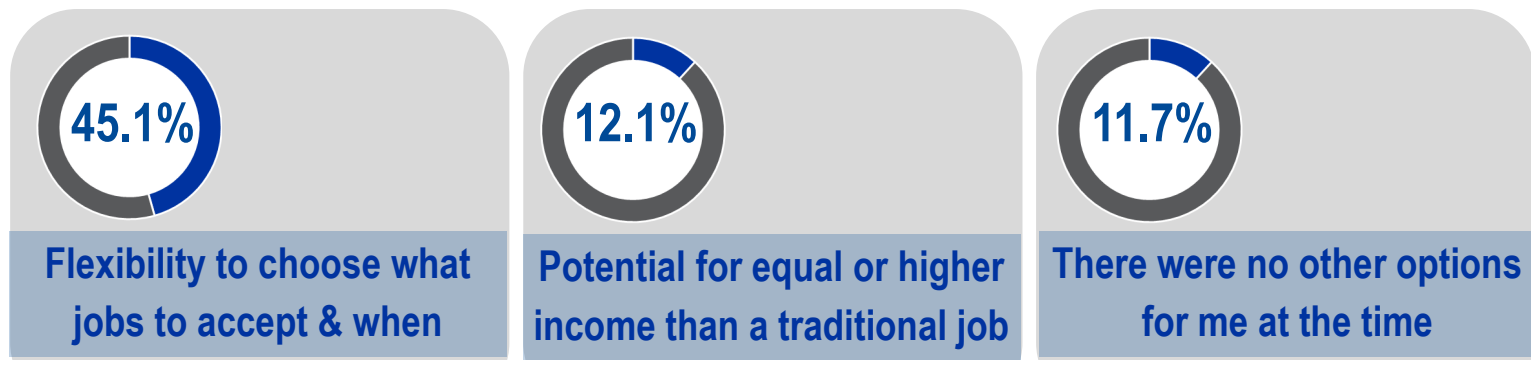


### Overall Product Experience

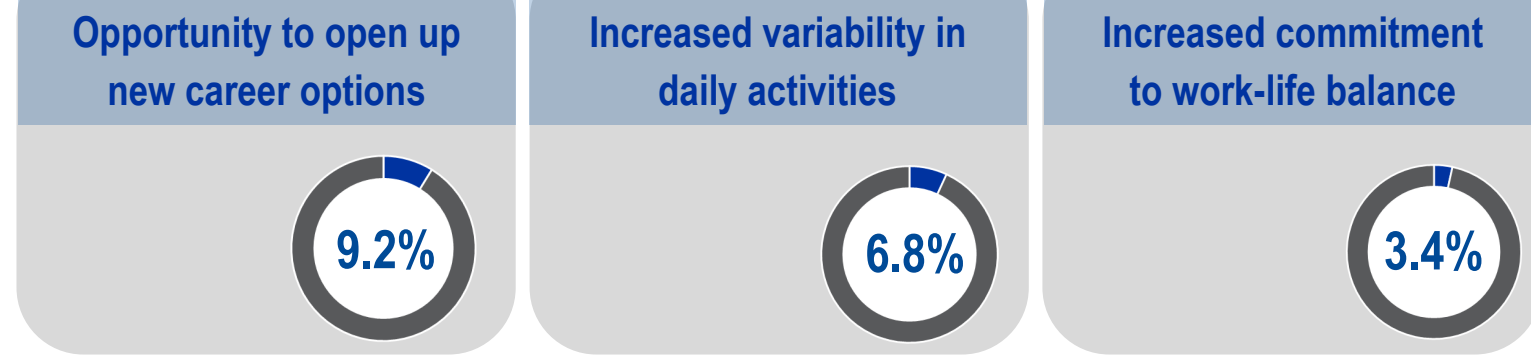
#### TECHNOLOGIES OUR SOURCE TECHWORKS NETWORK SUPPORTS:



### Freelance Influencers



## FREELANCE WORK INFLUENCERS



### Soft Skills

At the conclusion of our survey, we asked our Source Techworks members what soft skills they possess that boost their success in supporting on-site engagements. Below are some of the results:

