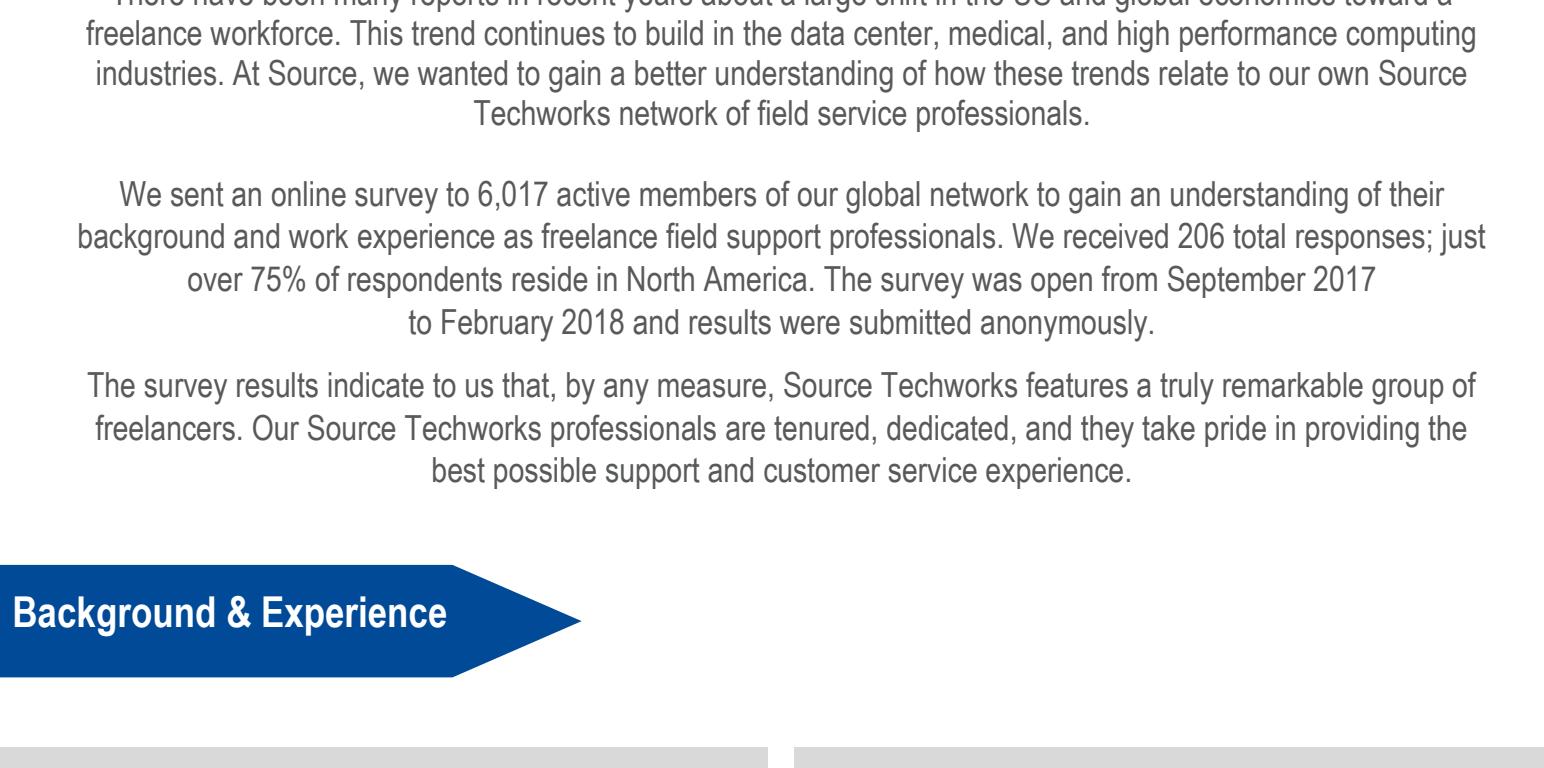


Source Techworks Field Services Network

Who Are Source's Field Service Professionals?



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.

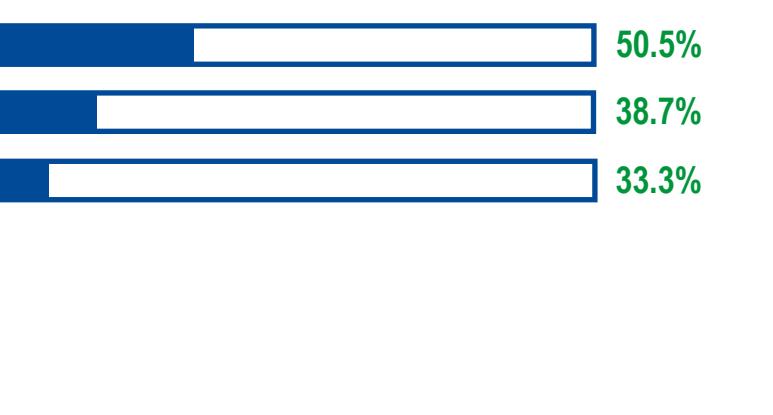
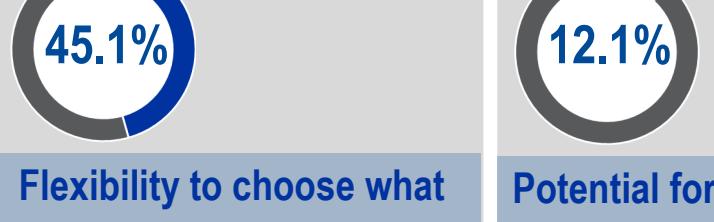
We sent an online survey to 6,017 active members of our global network to gain an understanding of their background and work experience as freelance field support professionals. We received 206 total responses; just over 75% of respondents reside in North America. The survey was open from September 2017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

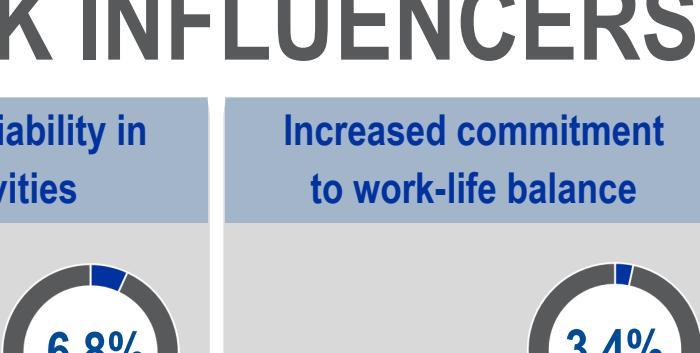
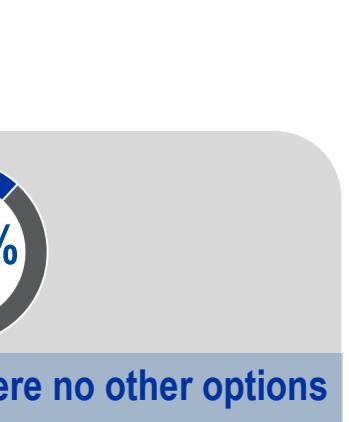
Background & Experience



and an additional



1/4 respondents



Overall Product Experience

TECHNOLOGIES OUR SOURCE TECHWORKS NETWORK SUPPORTS:

Networking		70.5%
Servers		62.7%
Storage		52.9%
Point of Sale (POS)		50.5%
Digital Display		38.7%
Medical Technology		33.3%

Freelance Influencers

45.1%

Flexibility to choose what jobs to accept & when

12.1%

Potential for equal or higher income than a traditional job

11.7%

There were no other options for me at the time

FREELANCE WORK INFLUENCERS

Opportunity to open up new career options

Increased variability in daily activities

Increased commitment to work-life balance

9.2%

6.8%

3.4%

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:

Ability to understand problems & their severity
Staying up to date with the latest technology advances
Breaking down complex issues into smaller manageable tasks

Projecting confidence to solve issues quickly & professionally

Willingness to learn new skills
Professional appearance & bearing
Reliability
Flexibility
Ingenuity
Ability to follow instructions
Technical knowledge

Dependability
Positive attitude
Punctuality
Focus & passion
Thoroughness

Attention to detail
Analytical thinking
Adaptability
Self-driven
Knowledge of multiple (End-User) Industries

Customer service
Organizational
Team player
Leading by example
Professionalism

Efficiency
Out-of-the-box thinking
Desire to do the best job possible to satisfy the customer
Not leaving premises until the customer is 100% satisfied
Commitment to every assignment
Empathy
Persistence
Creativity

Customer service
Organizational
Team player
Leading by example
Professionalism