

## WHY AN IT BACKGROUND MATTERS IN FIELD SERVICE



By Tom Bucinski, VP of Business Development

As our business has grown and evolved, we have successfully delivered field services to organizations and OEMs in several key industries, including information technology, medical technology, lab technology and industrial automation. Through our expanding work, we have observed that many field engineers and service organizations typically possess specialized training and expertise within their specific sector. Specialized support teams and field engineers, of course, bring great value. Their deep knowledge of their respective industries makes them highly capable and well-equipped to handle equipment within their domain. This approach builds a strong and experienced team of service professionals who understand your customers' needs. In a time where effective field services are more critical than ever, this model offers an attractive and efficient solution.

Philosophically, we prefer a slightly different approach that is driven by the rapid growth of digitalization and the increasing interconnectivity of equipment within operational ecosystems. At the core of our business, we have standardized IT and digital technology skills and expertise in addition to industry specific knowledge. This combination allows us to successfully implement and deliver field service solutions that expertly address both the IT and traditional service needs that have become standard across a variety of industries.

Source Support Services (Source) is an organization designed to deliver field services in an era where mission critical technologies are being digitalized and utilized to do everything from identifying, diagnosing and treating diseases, to manufacturing, robotics, and material production. From our technical recruitment team to our operations center, and all the way to our technical resources out in the field, our ability to blend these increasingly interconnected skills enables us to deliver truly revolutionary field services solutions for our customers. To ensure this, our global network of technical field service resources is carefully curated to address our customers' unique service challenges, allowing our team to meet and exceed their technological expectations. By leveraging this technology-centric approach as a building block, we enable our customers to expand their service delivery capabilities. Whether through rapid scaling with independent contractors or strategically placing Source-employed technical field service resources in asset-dense geographies, we ensure critical KPI's are consistently achieved.

General IT skills are becoming one of the most reliable building blocks for any technical resource to build their knowledge base from. Whether the equipment is an X-Ray machine, chemical analyzer, or a machining center, IT-related components are increasingly integral to almost every technical product. At Source, we are committed to continually evolving our technical field service network to meet the growing needs of our customers. This ensures that, regardless of how equipment or technology evolves, Source Support will remain capable of delivering effective field service solutions for today and the future.

By leveraging the advanced IT expertise of our FE network, Source Techworks, along with our extensive industry specific technical knowledge, experience, and unique blend of variable contractors, and full-time field engineers, our customers can enhance their existing service operations to deliver a range of benefits to their end-users including:

## QUALITY

Our unwavering commitment to quality is unmatched, enabling us to confidently assure that, regardless of the service event, time of day, or location worldwide, our Support Operations Center and Field Engineers are equipped to resolve issues while adhering to your organization's strict standards for quality, compliance, documentation, and regulatory requirements.



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## EFFICIENCY

Your specialized and highly skilled technicians are a significant asset to your organization, particularly when handling your most complex technologies and high-value customers. These technical resources are a key competitive advantage for your brand, possessing expertise that sets you apart. By strategically partnering with trusted third-party service providers like Source Support, your organization can optimize resource allocation, ensuring comprehensive coverage of both assets and customers. This approach allows your top-tier technicians to focus on the highest value-add tasks, maximizing their contributions to your organization's success.



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## FLEXIBILITY

Unexpected equipment issues can arise at any time, requiring prompt and skilled attention. Our team is fully equipped to address these challenges, thanks to their comprehensive training and broad knowledge base that applies across various industries. This ensures they are prepared to handle any situation with efficiency and expertise.



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As technical equipment manufacturers across industries continue to evolve their products to meet the demands of an increasingly digital world, Source remains committed to ensuring your organization receives the highest quality of field service. We are dedicated to providing exceptional support that enhances the experience for both you and your end users.

## **ABOUT SOURCE SUPPORT SERVICES**

Source Support Services provides outsourced technical product support services for technical equipment manufacturers across a variety of industries including Information Technologies, Medical Technologies, Lab Technologies and Industrial Automation. Since 2001, we have executed millions of world-class support interactions globally with localized field engineer and service parts logistics resources. We deliver 24x7 support services, implementation services, and global service parts logistics for mission critical environments in over 120 countries around the globe. Source's disciplined approach to detailed case processes assure outstanding services delivery that is consistent and repeatable around the world. We are teammate driven, customer experience motivated, and fixated on quality, which enables us to streamline support experiences and deliver best-in-class performance every time.

Further information is available at <https://sourcesupport.com/>.