

A STEP-BY-STEP GUIDE FOR CUSTOMERS TO USE FIELDENGINEER.COM

Accelerate Your Business
by Deploying On-Demand
Field Engineers Anytime,
Anywhere



www.fieldengineer.com

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**Using
FieldEngineer.com to
Engage an On-Demand
Workforce**



Hiring field engineers for computer manufacturers, system integrators, value-added resellers, professional services companies, and managed services providers is a vital part of running a modern business to support PCs, laptops, tablets, printer installation, and break/fix-level service for the utmost customer satisfaction. That doesn't mean the process has always been easy or smooth, though—at least, not until now. Using FieldEngineer.com, the process is much easier and much less stressful than it might've been for your business in the past. Engagement between businesses and local field engineers has always been tricky, but it's never been easier. In fact, the entire process of hiring an on-demand workforce needn't be a source of stress ever again.

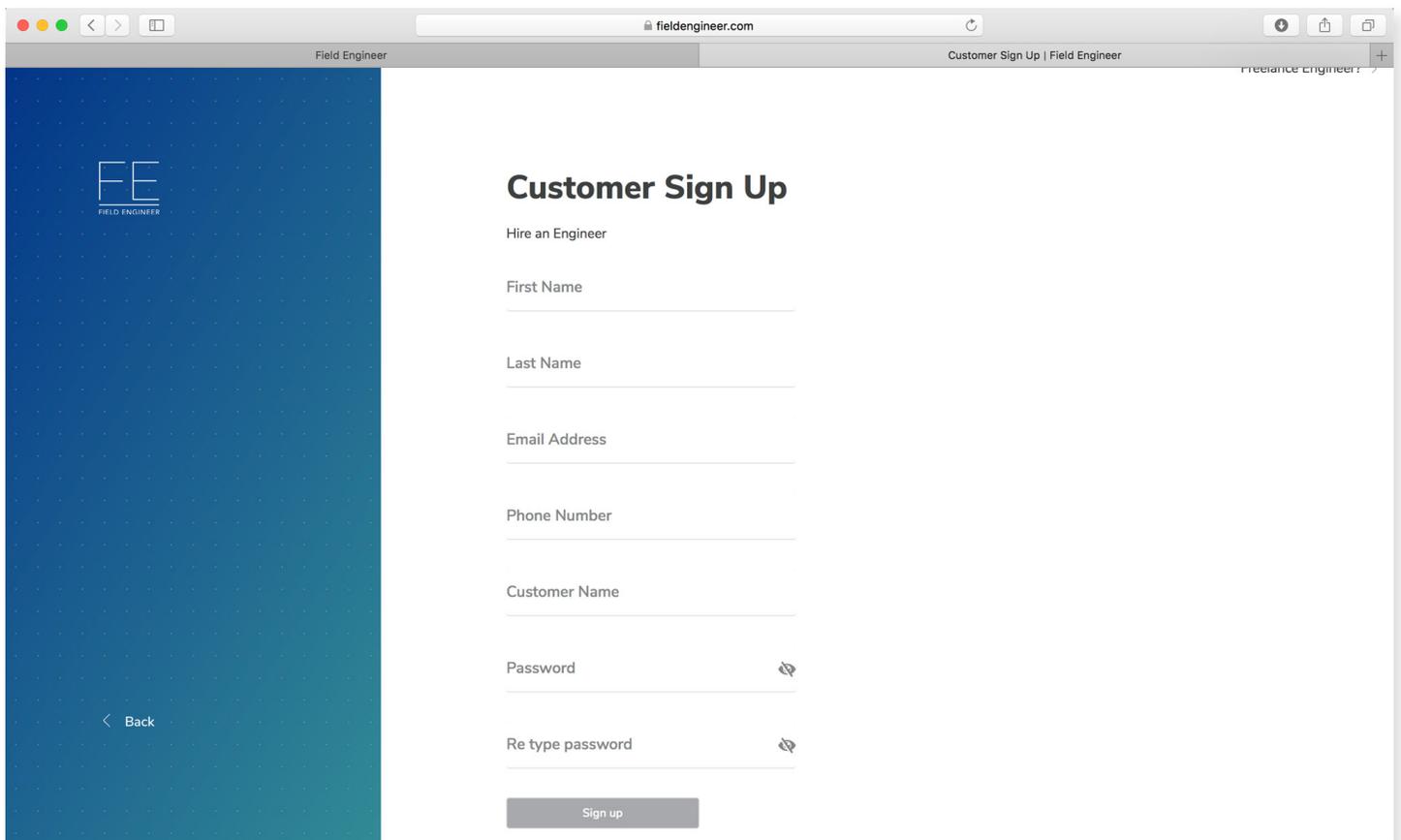
In the past, there were a number of barriers between the on-demand workforce and the businesses hiring them. The main aim of FieldEngineer.com's marketplace is to break down those barriers and make engagement simple and efficient for everyone involved. We've achieved that. You and your business can benefit from all this, so let's look at how it works in greater depth.

The Field Engineer Process

Start by Signing Up

This whole process begins with you heading to our platform and simply signing up to create an account. We've even streamlined this part of the process to make it as easy as can be for busy telecom businesses like yours to get started without anything holding you back or taking your time unnecessarily.

There is no fee for using our services, so you can sign up and get started right away. Once you've done that, you can deposit funds into your account using a credit card, bank account, or PayPal account. From there, you can move to the next step.

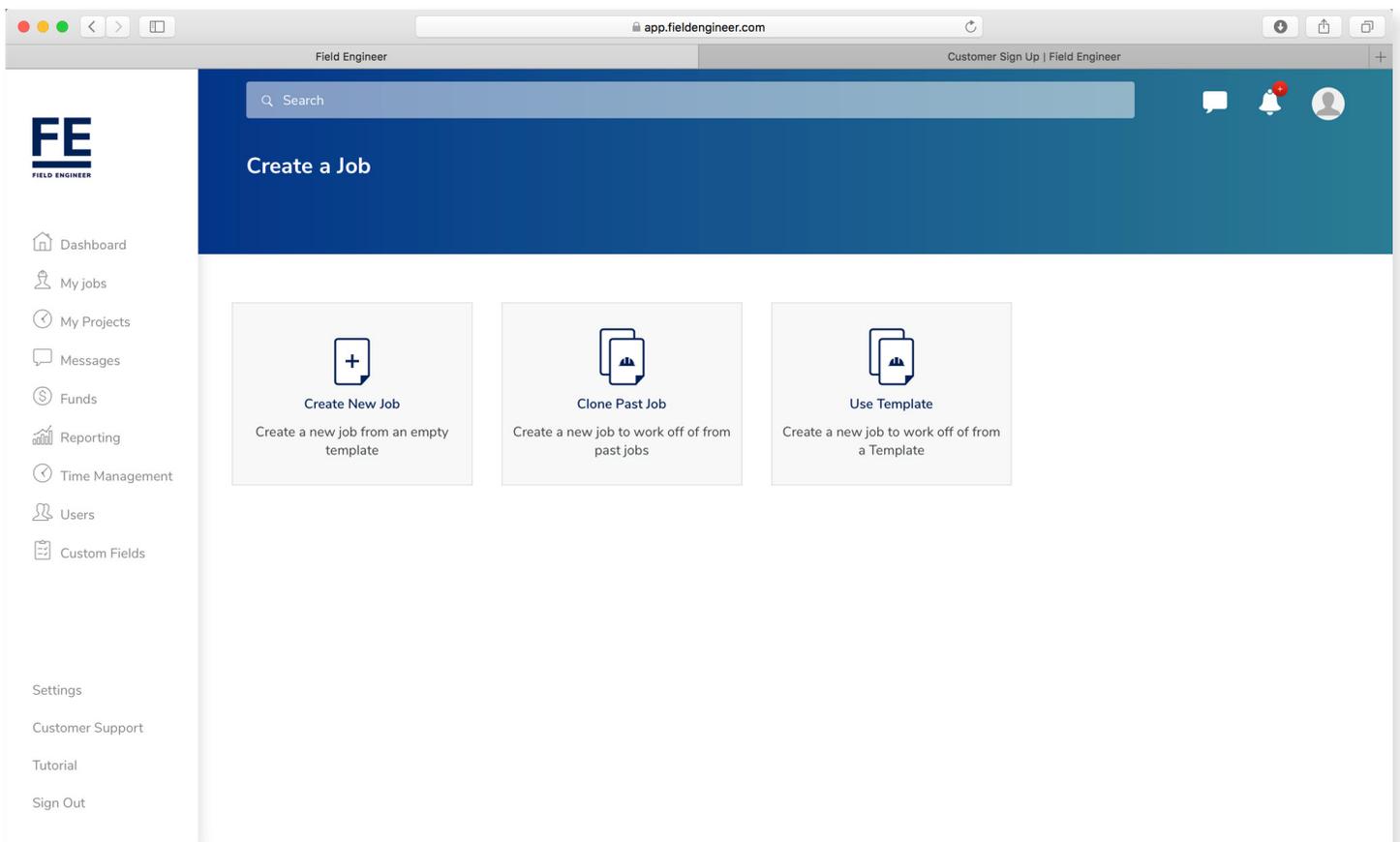


The image shows a web browser window displaying the 'Customer Sign Up' page on fieldengineer.com. The page features a dark blue sidebar on the left with the 'FE FIELD ENGINEER' logo and a '< Back' link. The main content area is white and contains the following elements:

- Customer Sign Up** (Section Header)
- Hire an Engineer** (Text)
- First Name** (Text input field)
- Last Name** (Text input field)
- Email Address** (Text input field)
- Phone Number** (Text input field)
- Customer Name** (Text input field)
- Password** (Text input field with an eye icon for visibility toggle)
- Re type password** (Text input field with an eye icon for visibility toggle)
- Sign up** (Grey button)

Post Your Job

The whole reason you arrived at our platform is because you have a job that needs to be completed by an on-demand resource. That means the process of finding the right person for your task begins with your posting a job on FieldEngineer.com. It's very quick and easy, because all you have to do is fill out one of our work order forms and post it to the job listings page, which will be done for you when you submit. Your job will then be viewable by professionals who meet the description of what you're seeking.



Field Engineers Vetting Process

One issue many businesses worry about when they're hiring on-demand field engineers is reputability. How can you be sure that you're hiring engineers who can be trusted to carry out work for your business? Well, we've sorted this out for you by vetting the skills and background information of potential engineers. Engineers on the FE Platform go through a vetting process, leaving you one less thing to worry about when hiring an on-demand workforce. You can be sure that you're only hiring reliable, reputable professionals.

The screenshot displays the app.fieldengineer.com interface. At the top, there's a navigation bar with 'Field Engineer' and 'Customer Sign Up | Field Engineer' tabs. A progress indicator shows stages: POSTED, ASSIGNED, ACCEPTED, IN PROGRESS, and CLOSED. The main content area is titled 'Network Engineer' with job ID 'CPE Install • W180921006915' and 'Status: active'. Below this are tabs for 'Details', 'Applicants', 'Time Management', 'Recommended Engineers', and 'Activity'. A sidebar on the left lists navigation options: Dashboard, My jobs, My Projects, Messages, Funds, Reporting, Time Management, Users, Custom Fields, Settings, Customer Support, Tutorial, and Sign Out. The main area shows five candidate profiles:

- Lewis Beck**: Network Field Engineer, Warner Robins, GA, US. 5.0/5 Overall rating, Background Verified, 103 mi from job site.
- Jermaine Evans**: Field Engineer, Atlanta, GA, US. 5.0/5 Overall rating, Background Verified, 12.2 mi from job site.
- ROY BRADFORD**: Field Engineer, Atlanta, GA, US. 0.0/5 Overall rating, 12.6 mi from job site.
- Joseph Saif**: Senior Network Engineer, Alpharetta, GA, US. 5.0/5 Overall rating, 43.1 mi from job site.
- Billy Burger**: IT Network Technician/Consultant, Muscadine, AL, US. 5.0/5 Overall rating, 64.6 mi from job site.

Get Bids, Assess and Negotiate

Once your listing has been posted in the marketplace, you will get bids from field engineers who want your job. You can then begin the process of assessing the options and seeing which one best fits your needs. The choice is yours, and you will be aided with making your decision with reviews of field engineers written by companies that have employed them in the past. When you've found the perfect candidate, you can negotiate a pay rate and offer him or her the work.

The screenshot shows the 'app.fieldengineer.com' interface. The main header displays the job title 'Sr Network Engineer' with a status of 'completed' and a progress bar showing stages: POSTED, ASSIGNED, ACCEPTED, IN PROGRESS, and CLOSED. A search bar contains 'olympia'. A sidebar on the left lists navigation options: Dashboard, My jobs, My Projects, Messages, Funds, Reporting, Time Management, Users, Custom Fields, Settings, Customer Support, Tutorial, and Sign Out. The main content area shows a grid of applicant profiles, each with a name, title, location, overall rating, and distance from the job site.

Name	Title	Location	Overall Rating	Distance from Job Site
Neil Brewster	Digital Technician	Tacoma, WA, US	5.0/5	26.5 mi
DAWIT EJIGU	Sr. Network Engineer	Renton, WA, US	0.0/5	56.3 mi
Shahab Saud	Solutions Architect	Kirkland, WA, US	0.0/5	71.2 mi
Abdul Aswad	Snr. Network Engineer	Duval, WA, US	0.0/5	81.3 mi
Geoffrey Zakayo	Solution/SDN Architect	Bellevue, WA, US	4.0/5	64.1 mi
Scott Prindle	Sr Network Engineer	Graham, WA, US	5.0/5	38.0 mi

AI Matching Is Part of the Process

We're very proud to offer clients like you the chance to use our AI matching system. This means that, when you post a job on Field Engineer, the AI matching system will instantly match people with your project, based on your needs and the specific expertise of field engineers on our platform. It's so fast, you won't even know it's happening, but you certainly can benefit from the results.

The screenshot displays the Field Engineer web application interface. At the top, the browser address bar shows 'app.fieldengineer.com'. The page title is 'Network Engineer' with a job ID 'CPE Install • W180921006915' and a status of 'active'. A progress bar at the top right indicates the job status: POSTED, ASSIGNED, ACCEPTED, IN PROGRESS, and CLOSED. The left sidebar contains navigation options: Dashboard, My jobs, My Projects, Messages, Funds, Reporting, Time Management, Users, Custom Fields, Settings, Customer Support, Tutorial, and Sign Out. The main content area shows five candidate profiles:

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- Billy Burger**: IT Network Technician/Consultant, Muscadine, AL, US. 5.0/5 Overall rating, 64.6 mi from job site.

Track and Approve Jobs

The real-time tracking we offer to every business using FieldEngineer.com allows you to see how projects are progressing and exactly what's happening. You can approve jobs and see what is expected to happen next. It basically means that you will always be kept in the loop and have as much information relating to the completion of your job as you could possibly want. We understand that you're keen to stay informed, and that's why we developed this integral part of our service. It's stress free, and you can use it as much or as little as you want.

The screenshot displays the FieldEngineer.com web application interface. The browser address bar shows 'app.fieldengineer.com'. The page title is 'Field Engineer' and the user is logged in as 'Customer Sign Up | Field Engineer'. The main content area shows a job titled 'Sr Network Engineer' with ID 'W170221002122' and a status of 'completed'. A progress bar indicates the job is in the 'CLOSED' stage. The user profile for Scott Prindle is visible, showing a 5-star rating and ID 'P863544898'. The 'Time Management' tab is active, displaying a table of job entries.

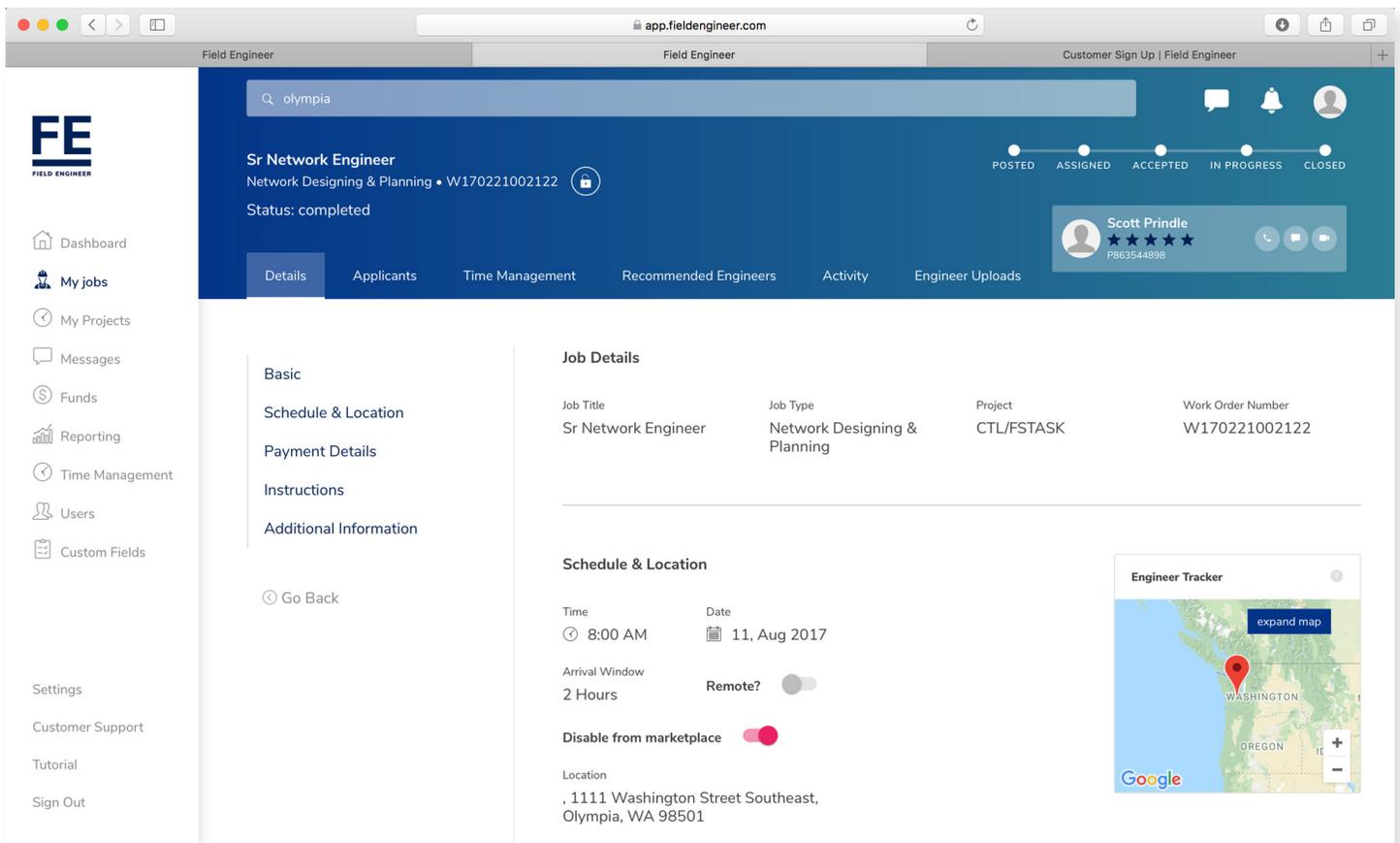
Date	Job Details	Engineer	Hours	Expenses	Closing Notes	Action
Invalid date Invalid date	Sr Network Engineer W170221002122	Prindle Scott	3hr	--	--	Approved
Invalid date Invalid date	Sr Network Engineer W170221002122	Prindle Scott	7hr	--	--	Approved
Invalid date Invalid date	Sr Network Engineer W170221002122	Prindle Scott	8hr	--	--	Approved
Invalid date Invalid date	Sr Network Engineer W170221002122	Prindle Scott	8hr	--	--	Approved
Invalid date Invalid date	Sr Network Engineer W170221002122	Prindle Scott	8hr	--	--	Approved
Invalid date Invalid date	Sr Network Engineer W170221002122	Prindle Scott	6hr	--	--	Approved

How You Benefit

The Benefits of Automation

The fact that multiple aspects of the service we offer are automated means you can benefit from not having to do all this alone. Finding on-demand field engineers can be a big project to take on, and many tasks need to be handled. We offer you the chance to streamline the process and ensure that your business is only really dealing with what's important to you.

For example, our AI work order management system allows admin tasks to be efficiently automated on your behalf. You can have the level of input that's right for you, but you needn't fret over details and be hands on constantly. It's simply not necessary. Your business doesn't have time for that, and our automation systems make it possible for you to save plenty of time throughout the process.



Why Our Service Can Help Your Business

In conclusion, FieldEngineer.com can help you find the right field engineers to meet your needs. And once you've linked up with the right platform, you can control it all from your web platform, allowing automation to take care of much of the boring stuff for you. Your engineer will be tracked in real time, meaning you'll always know what's happening and how your project is progressing. The whole process is smooth and carefree because we feel that's what's best for customers and engineers alike.

Now that you understand exactly how FieldEngineer.com can help your business and how to use it, all that's left for you to do is sign up and start using our service. It's the first step towards a future in which hiring field engineers is simple and hassle-free for your business.



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