

A Services Plan for Every Need



WORK ORDER ADMINISTRATION For clients with a Field Nation license

From the work orders you've created in Field Nation we will:

- Leverage existing talent pools to source, screen & assign qualified field engineers
- Confirm completion of pre-site visit tasks
- Ensure on-time arrival, requirement fulfillment and satisfactory work order completion
- Remediate “backouts” and “no-shows”
- Communicate ticket status updates

Available: Business days (Monday-Friday)

8 business hours in client-selected time zone

Pricing: Per work order. Minimum 50 work orders/month

PLATFORM MANAGEMENT For clients seeking a turnkey solution

A dedicated Success Manager will:

- Design templates & work orders
- Execute, manage and refine end-to-end work order process
- Handle exceptions in accordance with agreed guidelines
- Create new and leverage proprietary field engineer talent pools
- Coordinate parts provisioning logistics
- Supervise field technician performance
- Ensure completion of quality work order deliverables
- Administer work order payments
- Analyze, review, and report on key metrics
- Conduct quarterly business review

Available: All day, everyday 24x7x365

Pricing: Monthly fee

WORK ORDER MANAGEMENT For Field Nation clients who want more

All the services of Work Order Administration plus:

- We create work orders in Field Nation on your behalf
- Make work order payments
- Arbitrate counteroffers
- Schedule visits according to prescribed parameters
- Create and manage talent pools
- Provide a quarterly performance review

Available: Extended hours coverage up to 24x7x365

Pricing: Per work order. Minimum 100 work orders/month



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ADDITIONAL SERVICES

Onboarding Administration

Project Management

Service Desk



www.patriotglobalservices.com



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