Field Services Guide

KINETTIX
GLOBAL FIELD TECHS

KINETTIX.COM

KINETTIX SERVICE OVERVIEW

A COMPANY BUILT TO DELIVER OUTCOMES

At Kinettix, we believe there is a better way to deliver IT field services. Our transparent model reduces your project costs and delivers the outcome you desire by allowing you to select the exact services you need. Whether it is traditional dispatch or project work, staff augmentation, or managing your partners, 1099 or W-2 employees, we provide the resources you need, on-demand, anytime, anywhere on the globe. Rather than force you to fit into our offerings, we shape our services to meet your needs for your IT projects.

Dispatch

Project

Staff Aug

Kinettix Services

Advisory Services

Field Service MSP

You give us the project and we drive the outcome.

WHEN YOU CHOOSE KINETTIX AS YOUR FIELD SERVICES PARTNER, YOU WILL:

- Get the right tech or team on-site in the U.S. or anywhere in the world.

- Reduce costs by eliminating layers and getting more directly to the technician.

- Self-select your managed services to pay only for what you need.

- Receive the flexibility of a contingent labor force that allows you to quickly scale when and where you need.

- Achieve superior results as you work with a company that owns the outcome, not the tech.

- Have complete visibility of the progress and cost of your field service event through our Dispatch1© software platform.

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GLOBAL SERVICES

Whether you want to grow globally, need a tech at a remote site, or require a contingent workforce to scale as demand flexes, Kinettix's global capacities meet your international field service needs.

At Kinettix, we utilize an experienced team to manage global services on a daily basis. We understand the challenges of navigating local customs and laws, overcoming language barriers, understanding monetary regulations, managing currency conversions, and being sensitive to religious and cultural norms.

Our Ohio headquarters along with our Global Service Center in Cebu, Philippines allows us to offer true 24 x 7 x 365 service. From our Global Service Center, we provide support services for client dispatches and technology deployments around the world. In addition, we offer remote services that can be used on a continual or ad hoc basis to provide you a scalable service model.

OUR GLOBAL SERVICES INCLUDE:

- **Dispatch/Break-Fix**
- **Projects**
- **Global Staffing**
- **Global Data Center Support**
- **Deployment Design Services**
- **Project Coordination**
- **Ticket Management**
- **Field Services Management Platforms**
- **Logistics**
- **Procurement**
- **Solution Desk**
- **Account Management**
- **Global Advisory**

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DISPATCH

At Kinettix we specialize in effectively navigating the challenges often associated with dispatch services. Whether these unplanned events require a simple dispatch to a large metro area, or highly skilled global field technicians in a remote corner of the world, Kinettix can handle it. No matter when and where you need global dispatch services, we schedule and manage your dispatches from start to finish.

HERE'S A SAMPLE OF THE MANY DISPATCH SERICES WE OFFER AROUND THE GLOBE:

- Digital signage
- Cameras
- Retail IT Devices:
    - POS Systems
    - Credit Card Devices
    - Traffic Counters
    - Physical Security Devices
    - Handheld Scanners
    - Mobile Devices

- Cabling
- Kiosks
- Network Equipment
- Switches
- Routers
- Servers (E.G.; Proxy, Application, Database, Etc.)
- Firewalls
- Security And Intrusion Detection Devices
- Wireless Equipment

GLOBAL DISPATCH SERVICES

Kinettix offers a full menu of dispatch services that can scale any size deployment, anywhere in the world, at the precise moment help is needed. We act as an extension of your firm and provide dispatch desk services to your clients on your behalf. We also provide bidirectional ticket support for client-provided tools to enable near real-time communication.

IMAC SERVICES

Our Install, Move, Add, or Change (IMAC) services include: scheduling, equipment installation, configuration changes, deinstallation and relocation of equipment, connectivity testing, data transfer, and user orientation. We can provide these services on an as-needed basis or on a recurring maintenance schedule.

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PROJECTS

When it comes to global rollouts, Kinettix has a long track record of success. Whether you need to upgrade every router in all your stores in multiple countries or to perform a Windows upgrade to thousands of units in a short time frame, we can handle it.

We provide global support for in-place teams or build scalable teams for managed service providers to check-in/check-out on-site techs and ensure devices are appropriately configured.

GLOBAL SERVICES

Kinettix has true global capacity. We understand the complexities that come with international projects and can help you deliver great results anywhere in the world. No matter where your project is, here are the types of service we provide:

- Large-scale Rollout projects
- Remote support desks
- Large deskside rollouts
- Transitioning from third-party suppliers to platform services
- Efficiently navigating the language, logistics, legal, and financial challenges of working globally by leveraging our worldwide Partner Alliance

- Locating, qualifying, and fully vetting the appropriately skilled field technician for each dispatch
- Fully managing each dispatch from inception to final billing based on response requirements, including:
  - Ticket procesessing and management
  - Field technician check-in and check-out
  - Field technician remote support
  - Escalation management
  - Test and turn up
  - Deliverables collection and auditing

FIELD SERVICE MSP

Kinettix offers the next generation of third-party labor sourcing on a global level. Field Services Management platforms are essential in this digital age of transparency. But, the days of taking third-party labor resources and folding them into a managed service outcome are quickly becoming obsolete.

Kinettix offers a better way of managing these resources and cutting unnecessary costs whether you are a service provider, multi-site enterprise business or a restaurant or retailer. By recommending that clients source directly with these labor platforms and having a partner like Kinettix managing the labor on their behalf, the ability to lower costs is immediate all without having to sacrifice quality.

FIELD SERVICE MSP

Kinettix provides the project management and project coordination expertise as an overlay to properly manage Field Technician resources for dispatch services or large-scale multi-site deployment projects. Utilize only the services you need, when you need them, and for as long as you need them.

- **Labor Cloud / Talent Pool Development**
  Our Project Coordinators develop Client labor clouds and talent pools by recruiting Field Technicians based on the technical and project requirements. We work with you to develop the specific criteria that will most effectively identify the best qualified technicians.

- **Field Technician Management**
  Once your project is up and running, our Project Coordinators handle all aspects of Field Technician management. Examples include confirmation of background checks, required tools, submission of technical certifications, and confirmation of required training.

- **Ticket Management**
  No matter the size of your project, our Project Coordinators ensure that each ticket is properly entered, scheduled, tracked, and closed out. If issues arise, they manage the escalation process and upon completion, they audit the ticket to ensure completeness of information.

- **Field Technician and Site Call Aheads**
  Ensuring the Field Technician and site are ready for your deployment is paramount to keeping your project on schedule. Our Project Coordinators contact both prior to the scheduled deployment date and if there are any issues, escalate immediately while there is still time to properly manage the schedule.

FIELD SERVICE MSP

- **Field Technician Check-In / Check-Out**
  For the check-in and check-out of Field Technicians, our Project Coordinators will ensure the proper arrival and departure as well as any checkpoints during the deployment. This ensures that any issues encountered are quickly identified and addressed.

- **Deliverables Collection & Auditing**
  Our Project Coordinators understand the importance of ensuring the proper collection of deliverables. They will ensure all deliverables requirements are met at the time of the deployment or they can go back, and audit previously completed deployments and track down any that may be missing.

- **Installation Reviews**
  For more complex deployments, Installation Reviews may be required in advance to properly define the scope of work. Our Project Coordinators are experienced at reviewing photos and information gathered during a site survey and providing proper feedback for scope confirmation.

- **Equipment Shipping & Arrival Confirmation**
  If equipment is required to be sent to a site prior to a deployment, we track the equipment and complete confirmation calls upon arrival at the site. Additionally, we ensure to provide instructions on how the equipment should be secured until Field Technician arrival.

HOW WE DO IT

Our U.S.-led team of experienced Project Managers provide oversight to our dedicated Service Center in the Philippines. These Project Coordination resources focus exclusively on delivering these FSM services.

PRICING MODEL

At Kinettix, we structure our pricing to best meet our Client's needs based on the size and timeline for the specific project. We can provide dedicated Project Coordination resources and set a fixed monthly rate, or we can provide a shared pool of resources and price per event.

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STRATEGIC GLOBAL ADVISORY SERVICES

Our advisors' decades of experience as global IT executives, help managed service providers, large retailers, and telecommunications organizations expand their capabilities both domestically and internationally.

If your organization is facing challenges in delivering global solutions, Kinettix is here to provide advisory services, including:

- Contract pricing and negotiations to help you achieve the best pricing outcomes.

- Development and completion of full entity formations in over 90 countries, including the language, logistics, legal, and financial challenges to anticipate.

- Development of client-facing presentations for sales pursuit teams that address the complexities of delivering global solutions.

- Establishment of strategic global partnerships to expand the breadth and depth of your global presence.

- Creation of a global alliance and partnership models that give you the flexibility you need to deliver global solutions.

STRATEGICALLY DRIVEN, COMPREHENSIVE PLANS FOR SUCCESSFULLY COMPLETING YOUR DEPLOYMENTS.

DEPLOYMENT DESIGN

Deployment design is a unique aspect of the services we provide at Kinettix. Based on your technology deployment project requirements, we design every aspect of the project from beginning to end. This ensures no aspect has been overlooked and that you have eliminated and addressed all risks that may be associated with the project.

Our services provide a strategically driven, comprehensive plan for successfully completing your deployment within the timeframe and fiscal objectives you set. We complete a full scope requirements analysis and then convert that into an executable deployment plan.

Additionally, we can help you with existing projects that may be in trouble or struggling to start. With our vast experience, we can quickly mobilize and locate the root causes of skyrocketing costs, aborted deployments, equipment not showing up when and where it should, unqualified deployment technicians, a schedule that is out of control, and many other culprits of failed deployments. Not only can we quickly uncover these issues, but we can build a roadmap to get you back on course quickly and efficiently, so you can successfully complete the deployment.

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STAFF AUGMENTATION

Global IT field services are changing. In today's demanding workplace, few companies have adequate internal staff resources to handle the day-to-day challenges, as well as special situations or projects that come up from time to time.

Kinettix is here to help with your global staffing needs by providing dedicated and highly trained resources and removing the burden of additional work on your own team.

We leverage our long-term relationships in key regions around the world to provide you with local, dedicated resources to serve your staffing needs. Our approach allows you to better utilize your internal staff while using an interim workforce for complex projects or special nonrecurring needs. Global staffing is the right choice, as dedicated and experienced personnel can provide specialized services that can cater to the specific business needs or the projects.

Our qualified talent includes:

- Field Technicians/Engineers
- Project Managers
- Project Coordinators

Manage the Entire Lifecycle of Global Field Service Events

Kinettix leverages the power of Dispatch1© to offer clients end-to-end visibility and management of the entire lifecycle of their field services events. Integrations with standard support, ticketing tools, workflow customizations, and reporting capabilities make Dispatch1 a single platform from which all your tickets can be managed.

This powerful tool provides you with a white-labeled customer-facing portal. With unprecedented simplicity, your customers place orders for service and then track the progress of the event until it is completed.

By using Dispatch1 as our management tool, Kinettix provides complete transparency and control over field service events — no matter where in the world your business takes you.

This powerful tool provides you with a white-labeled customer-facing portal. With unprecedented simplicity, your customers place orders for service and then track the progress of the event until it is completed.

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