

# Coordinated Service

*Our one-of-a-kind service bridges the gaps that exist in other online labor marketplaces.*

We take the uncertainty out of contingent labor management

## Overview

Techadox is the vertical integration of a field service labor marketplace with the support environment of a traditional managed service provider with 24/7 service desk and project management support. In addition to our unique core environment, we've added full service parts and logistics support to provide the only true full spectrum contingent labor and project management suite for enterprise clients. We take the uncertainty out of engaging the on-demand workforce.

Research shows that the top two challenges businesses face with contingent workforce management are a "desire to be more agile" and a "need to better find, engage and source talent" (source Ardent Partners). Techadox solves them both with our flexibility in adapting to our clients' existing workflow and our experience in engaging and developing contingent labor teams.

Exceptional Field Service Management requires ingenuity and industry leadership. Enterprise level companies demand results, and now they can expect even more by selecting the Labor as a Service™ offering from Techadox.



## Labor as a Service

The Techadox LaaS™ suite is a proprietary contingent labor management platform, which includes logistics support, managed services, and laborer verification. Techadox is the only company that provides cross-industry management and parts in the Field Service Marketplace. We define Labor as a Service™ as the unification of people, parts, and logistics to achieve better than expected results.

The most important deliverable we can provide for enterprise level clients is peace of mind.

## TECHADOX Universal Platform manages ALL service types

### Proactive

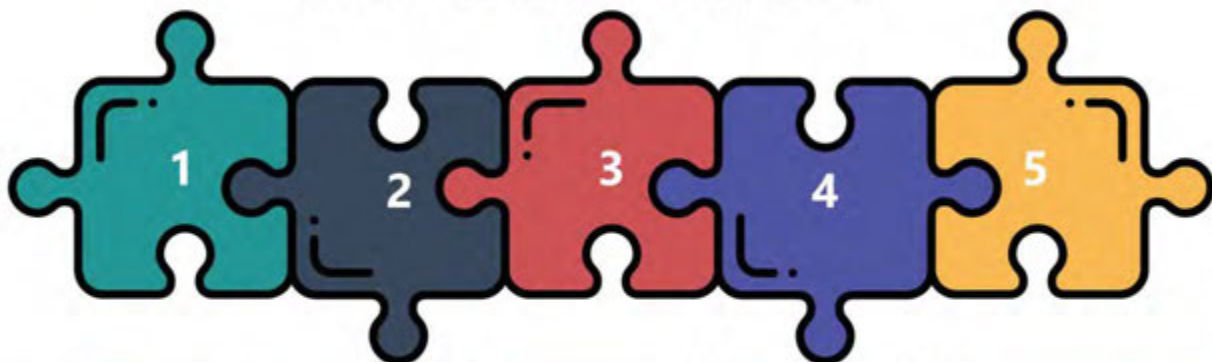
- ✓ Scheduled projects
- ✓ Deployments / IMAC
- ✓ Preventive Maintenance

### Reactive

- ✓ Non-planned service requests
- ✓ Maintenance break/fix
- ✓ 4-hour Mission Critical
- ✓ Alternative response times such as Next Business Day

## Techadox Real Time Updates of KEY Service Lifecycle KPI's

### Self Service & Coordinated Service



#### Call Opened

- 1) Date and time service request placed
- 2) Person placing request

#### Technician

1. Technician name & photo
2. Estimated time of arrival
3. Technician en route
4. Technician arrived

#### Part

1. Part # and description
2. Tracking # and carrier
3. Estimated time for delivery
4. Time arrived

#### Call Status

1. Date & time call closed
2. Customer who verified completion
3. If new call opened due to uncompleted task – starts a sub-event

#### Defective Return

1. Date shipped
2. Tracking # / Carrier
3. Part arrives at destination