

# YOUR SUCCESS GUIDE TO REDUCING IT SUPPORT AND MAINTENANCE COMPLEXITIES





Everything from desktop problems to printer problems can be solved with the help of the professionals your business can hire using [FieldEngineer.com](https://www.fieldengineer.com).

We offer the best professional printer support for companies needing fast and reliable solutions, including work for manufacturers such as HP, Dell, IBM, Brother and Xerox among others.

You can even make use of team member training on the use of equipment and features relating to computers, laptops and computers. We ensure that customer needs are always met by clarifying them beforehand and handling any problems promptly and appropriately.

[www.fieldengineer.com](https://www.fieldengineer.com)



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# INTRODUCTION

## Introduction to FieldEngineer.com

FieldEngineer.com is a platform for companies seeking professional support from engineers and technicians around the world. Companies use the machine-learning driven platform to connect with the professional experts they need to carry out projects, whether locally or remotely pretty much anywhere in the world. It's an on-demand service, available at any hours of the day. It's designed to be the one and only place you will need to head to when you need professional help in the support or telecom sector.

It's an intricately designed platform, engineered to meet each and every client need. Resources can be allocated and interweaved across a range of capabilities to produce outcomes for whatever project you're trying to complete. The work will be done on time and on budget for your business. You can post your requirements clearly and pay hourly or fixed rate for the services you use. It works in the interests of engineers and businesses alike.

## How FieldEngineer.com Fulfills Your Hiring Needs

The first thing to know about FieldEngineer is that it's full of the highest-quality professionals with plenty of experience in their field. They're also checked by us to maintain standards remain high across the board. You will be sure to find plenty of people who fit your requirements, wherever and whenever you need the work to be done. All of the most important factors, such as experience levels, background checks and certification will be taken into consideration on your behalf.

The platform is highly populated, allowing you to be sure that you'll have various options to consider once you post a job. It's also a friendly platform, so integrating its use into your business will be smooth and easy. You can make use of value-added services and

find the freelancer you need very quickly and easily. Managing your growth cycles and ensuring you never miss a chance to run your business efficiently are all aided by FieldEngineer.com.

Our payment model is safe and secure, so you won't have to worry about running into any dangers in the department. You will pay for work that's approved and authorized, so there won't be any risk of your business losing out. You'll be able to approve the hours work after the job has been completed, meaning you'll always only pay for the work that's been done. It's fair to both freelancers and businesses.

One of the greatest things about the platform is that it allows you direct contact with the people carrying out the works, so you won't be held back or slowed down by needless middlemen. Both you and your freelancer will benefit from this at every stage of the process.



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## How Does FieldEngineer.com Help Businesses?

Whether you're in need of scheduled installation and support or PC technician support, you'll be able to find what you need quickly via FieldEngineer.com. Both on the field and remote technicians capable of helping you with PC, laptop, tablet and printer issues can found easily, and they'll head straight to where you are or where you need them to be to carry out your work.

The turnaround time is quick because we know that small and medium-sized businesses can't afford to waste time. You will be able to hand pick the professionals that are right for you, so when all is said and done, you're the one in control of what happens and who you hire.

[www.fieldengineer.com](http://www.fieldengineer.com)

## How Can Businesses Sign Up?

The process of signing up to and using FieldEngineer.com could hardly be easier. You will simply have to fill in the details of your business and create a password. After that, your account will be verified in line with our security measures. You will then be asked to activate your account before you can start posting jobs and using the platform to the fullest of its potential.

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Whether you're in need of scheduled installation and support or PC technician support, you'll be able to find what you need quickly via FieldEngineer.com.

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The screenshot shows a web browser window with the URL [fieldengineer.com](http://fieldengineer.com). The page is titled "Customer Sign Up" and features a blue sidebar on the left with the "FE FIELD ENGINEER" logo. The main content area is white and contains the following fields and elements:

- Hire an Engineer** (sub-header)
- First Name** (text input)
- Last Name** (text input)
- Email Address** (text input)
- Phone Number** (text input)
- Customer Name** (text input)
- Password** (text input with a toggle icon)
- Re type password** (text input with a toggle icon)
- Sign up** (button)
- < Back** (link in the sidebar)

# JOBS, TIME AND BUDGET

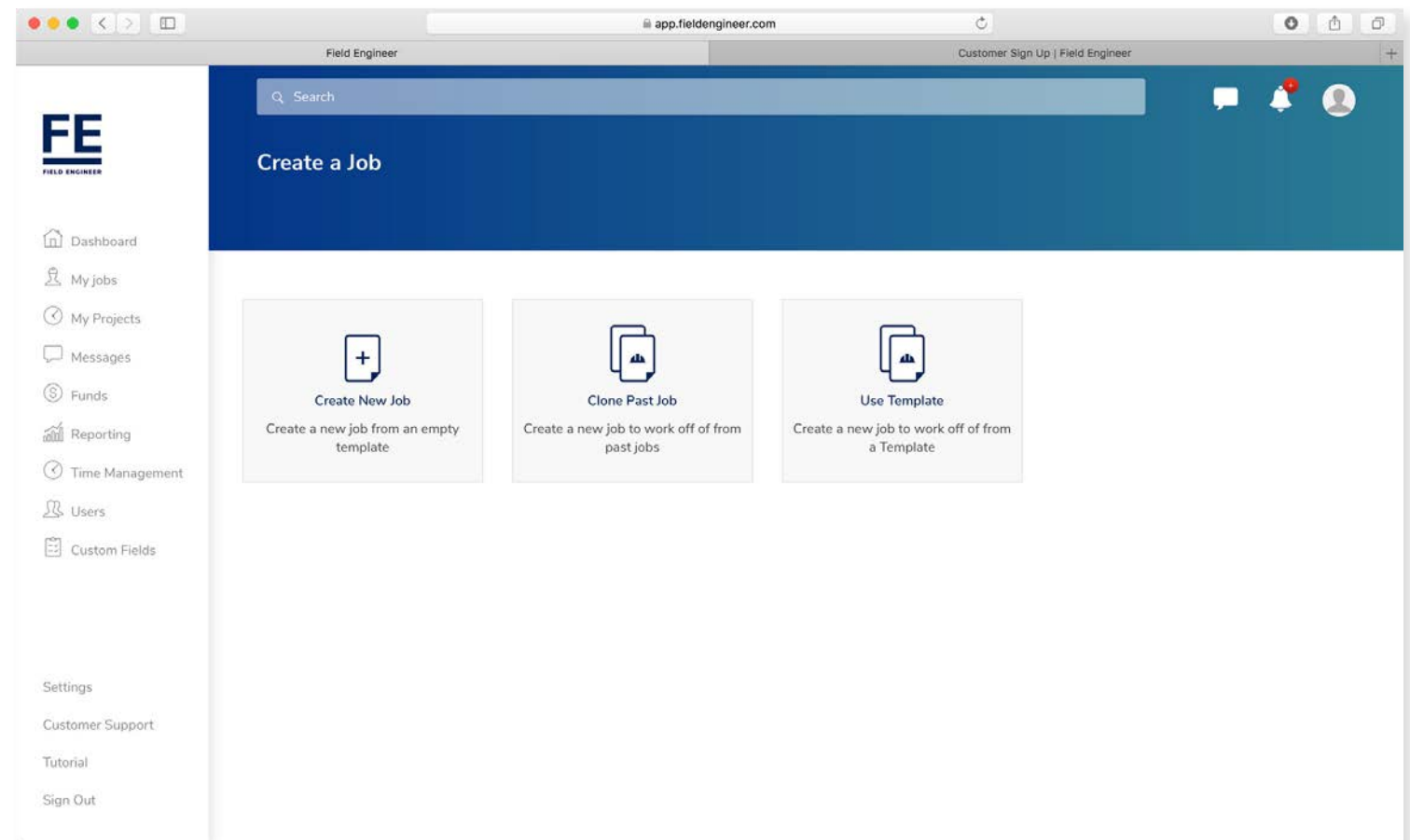
## Posting a Job

After the account is set up, you'll probably want to post a job sooner or later. To begin with, you'll need to deposit funds into your account where they will be held in escrow until you want to spend them on hiring a professional to complete a job. If you don't want to do that at a later date, they can be refunded to your account. You can use a card or your PayPal account to add funds, which makes it very simple and straightforward.

When listing a job, you should be sure to enter all of the relevant details relating to the job, including what your requirements are, the payment mode and other instructions that you feel the technician should be aware of. After that, it won't be long at all before relevant and suitable professionals start placing bids. You'll then be able to look through

all of the bids and decide which of them is right for you. The easy to use dashboard will make managing the projects easy to do once they've been assigned. If you need the same job repeatedly doing, you can simply click Clone Past Job on the dashboard. Without having to fill it all out again.

“ The easy to use dashboard will make managing the projects easy to do once they've been assigned. ”



# Job Management

There will be a My Jobs section that you can use to manage your jobs in a straightforward and easy to use way. This is where all of the relevant and important information will be stored for when it needs to be referred to. Here you can also choose to disable or enable a job that you've listed on the marketplace depending on your needs at the time.

In the Details section, you will have the chance to look at information relating to the job, while the Applicants section will list all of the engineers and technicians who meet your needs and match your requirements. You can view offers here and counter-bid if you wish. Keeping track of jobs as they're being carried out is important when it comes to technical stuff such as computers, printers and that kind of thing. That's why we've created the Time Management section to make

the process of following and tracking the job as it's being done as easy as it can be.

The Recommended Engineer section will tell you which of the available professionals most closely fit your needs, enabling you to hire the right person quickly.

The Activity page is there to manage counter offers and other job queries and communication that might have happened between you and the freelancer. Sometimes, your business needs to create special projects that are larger in scope, and that's the case, you should head to Create a Project that makes it easier for you to list such a project.

It's often the case that you need to allow professionals to access certain information relating to the job that you're listing. Our Manage Users section allows you to offer certain permissions to certain users depending on what's required.

The screenshot displays the Field Engineer web application interface. The top navigation bar includes a search bar, a 'Customer Sign Up | Field Engineer' link, and a 'Create a Job' button. The main content area features a map of the United States with red location pins. Below the map is a table of job listings.

Job Details	Status	Engineer	Hours	Payout	Start date	Owner	Action
<b>Network Engineer</b> W180921006915 3485 North Desert Drive Southwest Atlanta GA 30331	active	--	3	\$50 / hour	10/08/18	Shruti	5 Job Applicants >
<b>Field Engineer</b> W180920006905 302 58th Street North Clearwater	active	--	3	\$50 / hour	10/04/18	Divya	5 Job Applicants >



## Choose Between an Hourly or Fixed Price

It's up to you whether you want to choose a fixed-price project or one that's paid on an hourly basis. It all depends on what your needs are for the project at hand. When the work has been completed and you've approved it, that's when you pay the freelancer in the method agreed at the beginning. All payments are taken in US dollars, no matter where the job is completed.

If you're paying freelancers in the hourly mode, you will want to track them for the duration of the process so that you know work is being done and being done efficiently.

FieldEngineer.com allows you to do exactly that. When you think that the timeline of the project is likely to fluctuate, it's best to choose the hourly pay rate option. You can even look at the real-time comparison data of individual professionals to help you decide which person offers the best and most efficient work standards.

So when should you use the fixed-price payment mode? This is usually made use of by companies when they have a budget that they need to stick to and can't afford to go over. It's firm and inflexible, meaning you'll know exactly what you're going to pay for the work. It's all clear in advance so everyone knows the deal and confusion won't arise at the end.



## Fix Your Budget

You should think about all of the project variables when deciding on an overall budget for the project at hand. It's best to know how much you want to spend and fix your expectations accordingly. For example, the most experienced and proven professionals will demand a higher rate of pay, and your budget will need to accommodate that if you want to hire those kinds of people. Choose the freelancers who meet your budget and needs.

Either way, you will be able to save at least 30% over the cost of hiring people on full-time expenses with perks and time off work. You can choose who you want to work and how much money you want to spend when you use our platform.





# HIRE THE IDEAL PROFESSIONAL

## Zeroing in on the Right Professional

Selecting the right technician for your job is an important part of this whole process, perhaps the most important part. You can look at the shortlisted profiles and get in touch with the people who you think will be most suitable that way if you wish. You will only be presented with a list of candidates who adequately meet your needs and have experience doing the kind of work you need completing.

As part of the process, you will be able to look at the ratings given to these freelancers by companies who have hired them in past so that you can find out more about what you can expect from them. You will find out plenty about them and their working style and methods. Look for people who have good ratings and these ratings should also be consistent. You should also look at their skills and certificates as well.

The screenshot displays the Field Engineer app interface. At the top, there's a search bar with 'olympia' entered. Below it, a job listing for 'Sr Network Engineer' is shown with details: 'Network Designing & Planning • W170221002122', 'Status: completed', and a lock icon. A progress bar at the top right indicates the job status: POSTED, ASSIGNED, ACCEPTED, IN PROGRESS, and CLOSED. A user profile for 'Scott Prindle' is visible on the right. The main section displays a list of six candidate profiles, each with a star rating, overall rating, and distance from the job site.

Name	Skills	Overall Rating	Distance from job site
Neil Brewster	Digital Technician, Tacoma, WA, US	5.0/5	26.5 mi
DAWIT EJIGU	Sr. Network Engineer, CCIE#50222, 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, Duvali, 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

You will also be able to look at insurance information relating to the freelancers, so you won't need to take any risks in that area. The location of the freelancers also matters because you will ideally want someone who gets to the job fast and start working as soon as possible.

# Assigning the Job

When you decide who you want to complete the job for you, you will be able to allot it properly and securely and the freelancer will be notified. There is an Offer Job button that makes this really easy for you. You can save freelancers in the Favorited Engineers section if you want to work with a particular freelancer again in the future.

The screenshot displays the 'FE Field Engineer' web application interface. The left sidebar contains navigation links: 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 freelancer profiles. Each profile includes a name, star rating, job title, location, overall rating, distance from the job site, and an 'Offer Job' button.

Name	Rating	Job Title	Location	Overall Rating	Distance from job site	Action
Jason Minott	★★★★★	Field Engineer	City of Orange, NJ, US	5.0/5	16.8 mi	Offer Job
Christian Layme	☆☆☆☆☆	Systems engineer	Elmsford, NY, US	0.0/5	24.8 mi	View Counter Offer
Sayem Rubel	☆☆☆☆☆	Desktop support	Queens, NY, US	0.0/5	7.6 mi	Offer Job
Abdelmadjid Gueffaz	★★★★★	Network Engineer	New York, NY, US	4.75/5	5.0 mi	Offer Job
Isiaka Ramos	☆☆☆☆☆	Network Engineer	New York, NY, US	0.0/5	16.2 mi	Offer Job
Michael Wesaala	★★★★★	Field Engineer	Hackensack, NJ, US	4.49/5	15.7 mi	Offer Job
Orenthial Rowsey	★★★★★	Senior Systems Engineer	Chicago, IL, US	4.84/5	-	-
Divya suresh sURESH	☆☆☆☆☆	field engineer	Jersey City, NJ, US	0.0/5	-	-
Victor Babafemi	★★★★★	Field Engineer & Network Administrator	Brooklyn, NY, US	5.0/5	-	-







# COMPLETION OF WORK

## Assessment of Work

You can communicate with freelancers throughout the duration of the process to ensure everything is going smoothly. You'll also get updates relating to the job in real-time. Things like check-ins and task completions will all be relayed to you instantly. Photos can be submitted as documentary proof of a task's completion if the job is remote, and you can assess it to ensure it's all done properly and satisfactorily.

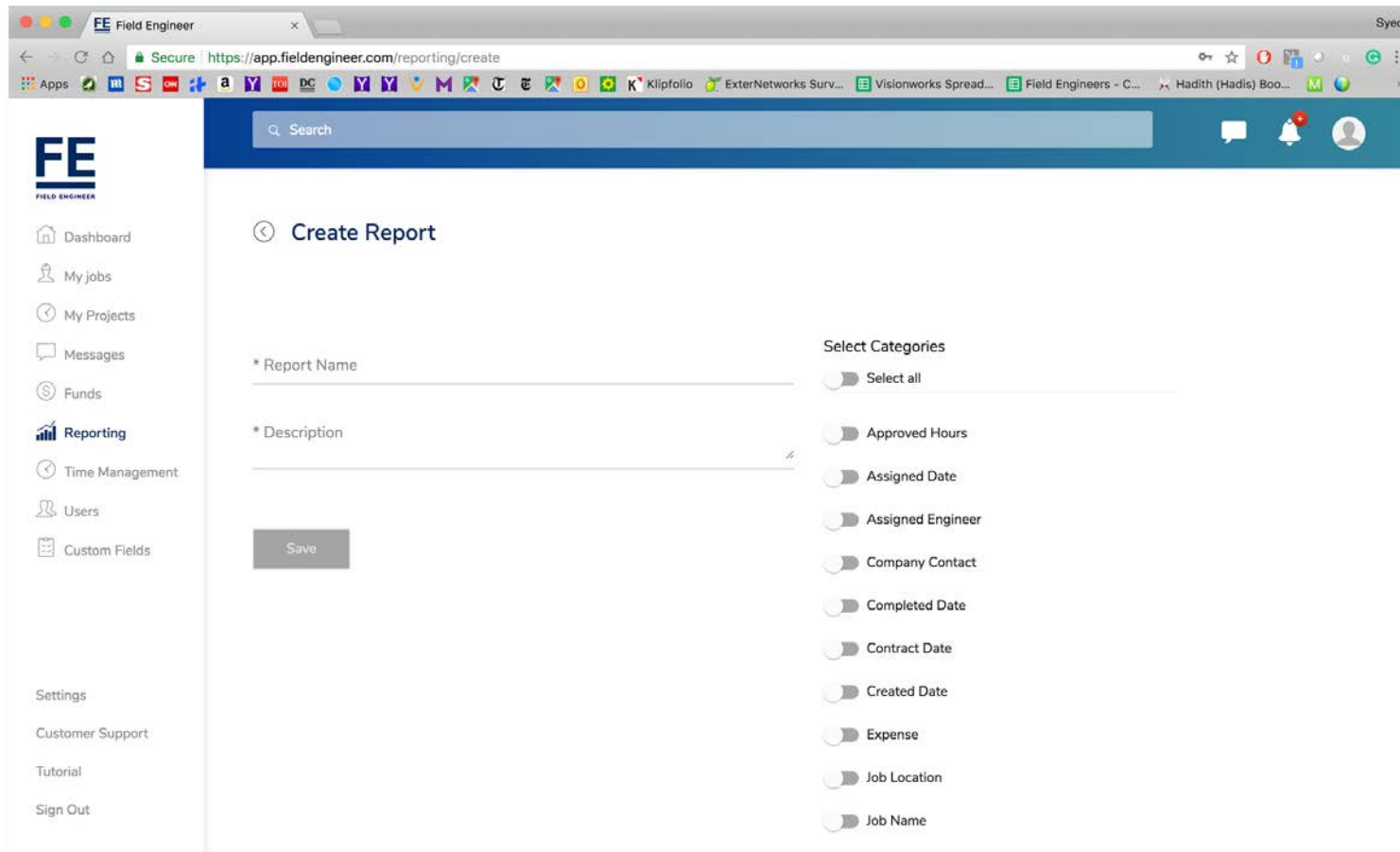
## Payment Process

You will already have agreed on the method of payment and the rate with the freelancer. But when the work has been completed and you're happy with the standard to which it's been finished, you will need to pay them. The money will already be held in escrow from when you posted a job, so the payment then happens via a secure payment system. If there is any dispute, you can head to the help center and a representative from [FieldEngineer.com](https://www.fieldengineer.com) will resolve the conflict, working with you as they do so.

## Create a Report

You can track the flow of work by creating a report during the project or after the project's completion. You'll be able to view all of the essential parameters, such as the assigned date, time, assigned engineer,

job location, status and completion date, as well as the hours reported by the engineer. You'll have the chance to export the report and refer back to it later if you want to.



The screenshot displays the 'FE Field Engineer' web application interface. The browser address bar shows the URL <https://app.fieldengineer.com/reporting/create>. The left sidebar contains navigation links: Dashboard, My jobs, My Projects, Messages, Funds, Reporting (highlighted), Time Management, Users, Custom Fields, Settings, Customer Support, Tutorial, and Sign Out. The main content area is titled 'Create Report' and features two text input fields: '\* Report Name' and '\* Description'. Below these fields is a 'Save' button. To the right of the input fields is a 'Select Categories' section with a list of toggle switches for various report parameters: Select all, Approved Hours, Assigned Date, Assigned Engineer, Company Contact, Completed Date, Contract Date, Created Date, Expense, Job Location, and Job Name.







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