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CoSentry and FieldSolutions Announce Partnership to Provide a New Spectrum of Technical Help Desk Services

Agreement blends complementary offerings of outsourced field service technicians with 7x24 hour technical help desk services to better serve electronics technology and services clients.

October 13, 2011 (Omaha, NE) – Today CoSentry, a leader in managed technical services and global help desk services, announced it has entered into a strategic relationship with Field Solutions, Inc. of Minneapolis, Minnesota to significantly expand its reach into multi-tiered service monitoring, management and problem resolution market.

FieldSolutions, which has one of the largest networks of independent [electronics field service technicians](#) in the U.S., Canada, and Mexico will provide on-premise expertise to complement CoSentry's well-known enterprise technical help desk services.

Mac Lewis, CEO of FieldSolutions stated that: "this is an ideal match up of highly complementary services. Many of our clients that successfully implemented our [direct-to-technician strategy](#) over the past five years are now steadily increasing their work volume and scope with us." Lewis said. "Our [field sourcing and service](#) model offers them a significant cost savings and operational flexibility, while maintaining superior quality levels for their customers. The addition of scalable, flexible professional technical help desk services gives them a tremendous edge in their own competitive markets."

The agreement gives FieldSolutions a single 7x24 hour point-of-contact Service Desk for its field service technicians, providing consistent incident management to customer-specified service level requirements. This also gives technicians immediate on-demand access to a well-managed, U.S.-based technical resource, while accelerating problem resolution at the client site.

According to Bob Goding, vice president of CoSentry's [technical help desk](#) practice, "The addition of an advanced technical help desk will provide FieldSolutions with an increased ability to provide 'first-time fix' capabilities to the end user, thereby reducing downtime and increasing overall customer satisfaction.

FieldSolutions supplies field technicians to over 110 large technology manufacturers and service companies in North America through its network of more than 27,000 independent contractors. As an alternative to a full-time staff, FieldSolutions' streamlined model dramatically lowers the cost of installing and servicing electronics and technology equipment for its customers while providing the quality advantage of a clear-line-of-sight to the technician providing the work.

About CoSentry

CoSentry serves as a one source provider of data center, [cloud computing](#) and managed technical services. For over 10 years, CoSentry has been helping clients create and protect technology platforms to compete in today's *ALWAYS ON* business environment. Business leaders depend on CoSentry's world-class capabilities including collocation, virtual server and storage platforms, high-capacity internet and technical help desk services to keep their businesses running – no matter what. CoSentry has facilities in Kansas City, MO, Sioux Falls, SD, Papillion, NE and Omaha, NE.

For more information about CoSentry, please visit their [Data Center | Colocation](#) web site.

About FieldSolutions, Inc.

FieldSolutions (www.fieldsolutions.com) provides field service technicians to large technology services companies throughout North America. Its combination of online self-service commerce engine and full-service resource management services allows clients a seamless variable-service model unavailable anywhere else. FieldSolutions' "direct-to-tech" network of more than 27,000 independent contractors offers comprehensive, low-cost services for global technology and service companies, including electronics manufacturers, resellers, and service providers, covering all areas of the U.S., Canada, and Mexico.

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