



Streamlining processes and a reduction in dispatch time with Source Support Services

About Source Support Services

Source Support provides outsourced technical product support services for enterprise data center technology, medical technology and industrial automation technology system manufacturers. A 24/7 operation across more than 110 countries, and with over 12,000 field engineers in its network, Source Support resolves customer issues both on site and remotely. Its technical network of certified field service professionals — Source Techworks — is a worldwide network that is recruited, trained, and continuously nurtured by Source Support and consists of independent contractors and affiliates of Source Support's technical resource partners.

Based in Lawrenceville, GA and founded in 2001, Source Support delivers proven world-class results, with over 98 percent SLA achievement and 95 percent customer satisfaction.

The challenge

With a call volume that is unpredictable, and complexity that comes from variables in both location and the required skill set for each case, Source Support needed to streamline the management of its varied workforce and the dispatch of its field service delivery.

Source Support conducted research and outreach to find and vet talent across its supported geographies. At times, this would be done to expand its geographic footprint and other times it was to address increased capacity. When a client called with an issue, the case was captured in a system, but the identification of a qualified and available resource was manual. The process often consisted of emails and phone calls to send out assignments and then receive completed documentation once the job was completed.



About the client

 **Company:**
Source Support

 **Website:**
sourcesupport.com

“

The time saved per dispatch has allowed our TSEs to process more dispatches throughout the week and has given them time back to manage the dispatch more efficiently. This has allowed Source Support to scale more effectively and keep up with increasing demand without adding staff to our support team.”

Cameron Truss,
Business Manager,
Source Techworks

This was a complex process, and upon recommendation by one of its field technicians, Source Support partnered with WorkMarket to help ease the challenge. As Source Support continued to scale, they wanted to add technical resource partners and platforms to their overall Source Techworks program to be able to streamline management of their variable domestic workforce through a dispatch platform and connect with the marketplace to engage with the workforce, while utilizing WorkMarket's reporting capabilities.

The solution

By adding WorkMarket to their overall Source Techworks program, Source Support was able to streamline a majority of the communication, assignment details, and payment processes through the platform domestically. As a result, the dispatch team can now communicate with field engineers via the WorkMarket message function on a particular ticket instead of through email or third-party systems. This helps organize communications, especially when the dispatch team is handling several cases at a time.

Payment is also handled within WorkMarket — once a field engineer completes an assignment, the approver rates the work and processes the payment. To attract and retain talent, Source Support has chosen to deliver expedited payment to workers upon completion of the ticket and assigned deliverables. All the assignment details are captured centrally.

To further simplify operations, and eliminate a "swivel chair" process, Source Support tapped into the robust integration capability between their unique service management platform — called Source Central — and WorkMarket. As a result, the support operations team can live entirely in Source Central and let the system push the details of an assignment automatically to WorkMarket. The communication via the WorkMarket messaging module comes back into Source Central in real time back to the specific client case. This enables Source Support to have all their client data and case data in a single system.



"We're continually refining and adding capabilities to our Source Central platform to support higher quality service delivery and scalability. By integrating Source Central with WorkMarket, we've reduced the time to dispatch an FE and streamlined our Finance processes for invoicing tickets. This allows our support team to focus their energy on the customer experience."

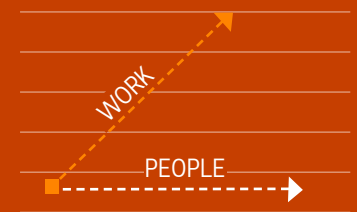
The results

Since adding the WorkMarket platform to their overall Source Techworks program, Source Support has reduced the time to secure and dispatch Source Techworks FEs who are on the WorkMarket platform from two hours to 10 minutes.

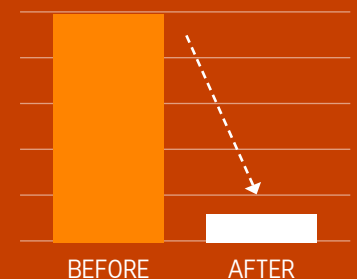
Source Support has been able to effectively scale its business without adding more people, while managing an increased workload. Payment to workers — hugely important for gig workers - has not only improved worker relations, but also helped the finance department and support team focus their energy on the customer experience. With the enhanced process, the company can dispatch more orders per day and better serve its customers, resulting in a field engineer satisfaction rating of over 99.5%.

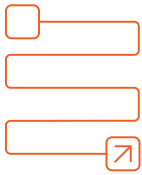


99.5%
satisfaction rating



91% time reduction





Why WorkMarket

WorkMarket by ADP is an end-to-end platform that helps you realize the full potential of independent contracting today — so your business can take on tomorrow.

A single platform for managing your independent contractors

We help you attract, recruit, onboard, manage and pay your independent contractors easily, efficiently and compliantly.



Onboarding & verify



Manage work assignments



Pay



Organize talent



Compliance support



Integration & automation

Our automated tools and workflows will help you:

- ✓ Attract and retain top-tier talent
- ✓ Engage contractors quickly to meet customer demand
- ✓ Scale your business fast
- ✓ Improve compliance and mitigate risk
- ✓ Gain real-time visibility into your contractor workforce
- ✓ Reduce costs — automated processes save time and money



Interested in learning more about WorkMarket?

Explore our self-guided demo to see how you can efficiently and compliantly onboard, verify, manage work assignments, and pay your contractors.

[Access interactive demo](#)



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