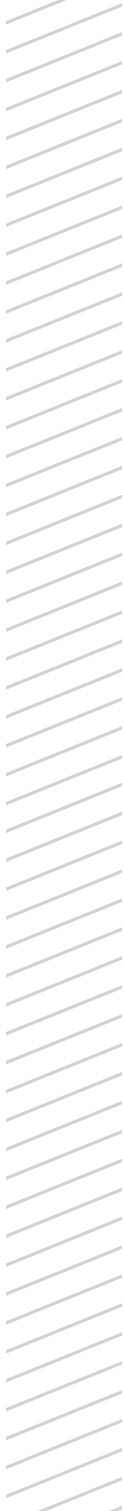


COVID-19:

**THE FUTURE  
OF THE ONSITE  
WORKFORCE**



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# INTRODUCTION



Global economies and society depend upon a multitude of IT services for everything from social media and entertainment to banking and financial transactions, medical records, logistics, manufacturing, and an almost infinite list of practically everything we do at home and work. Global IT organizations require a huge number of onsite technicians to engineer, install, update, and maintain the IT infrastructure required to deliver these services.

IT services greatly affect almost every facet of life. Further, they can create more convenience for both home and business customer experiences when

well implemented. In 2020, COVID-19 drastically changed the way we live and work. While the pandemic may change how and by whom IT services are delivered, the need for Global IT services will keep increasing.

The Field Engineer platform is a revolutionary approach to meet changing workforce requirements for onsite engineers and technicians. Further, the platform is especially relevant during the pandemic with its readily available on-demand technicians for client needs with a short turnaround time.

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# THE CURRENT SITUATION IN LIGHT OF COVID-19

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## **LOCKDOWNS BEGAN IN MARCH, 2020**

Starting in March 2020, the US entered its first phase of regional lockdowns, the likes of which we've never experienced. Many businesses rapidly shifted to working from home. Many retail businesses and some non-essential medical services were shut down. Yet, groceries and pharmacies continued to stay open being deemed essential. Further, most public and private primary and secondary educational institutions also shut down for in-person education. All of these businesses and services have one thing in common – a greater dependence upon reliable IT infrastructure. An onsite IT workforce keeps infrastructure up and running to deliver the services society depends on.

## EARLY HINTS OF WHAT'S TO COME IN CITIES AND INDUSTRY VERTICALS

Large cities such as New York City went into large-scale lock downs which drove people into their homes as states of emergency were declared with limited reasons for venturing outside.

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Further, the IT industry went from 3% to 10.9% unemployment over the same period leaving many unemployed skilled workers.

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From February to April 20 2010, the US experienced a sharp increase in the unemployment rate of 10.3% bringing the total unemployment rate to 14.7% per the Congressional Research Service.

According to Forbes, as of late June, the US lost 40 Million jobs! Also, from Forbes, unemployment rates per state from May 2019 (pre pandemic) and May 2020 (near peak of the pandemic) - Change in unemployment rate:

**New York 4% - 14.5% | California 4.1% - 16.3% | Nevada 4% -25.3%**

Further, the IT industry went from 3% to 10.9% unemployment over the same period leaving many unemployed skilled workers. The most striking loss of jobs was in leisure and hospitality which jumped from 5% to 35.9% unemployed.

Unemployment rate surges in Europe were not nearly as severe as in the US. Here is unemployment data from select EU countries (from the Federal Reserve Bank of St. Louis):

Country	February	July
France	7.7%	7.1
Great Britain	3.9	4.3
Italy	9.3%	9.8
Germany	3.6%	4.5

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The airline industry is another example of demand destruction. At the height of the lockdown, some airports were only experiencing single-digit percentages of their normal air traffic..

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The airline industry is another example of demand destruction. At the height of the lockdown, some airports were only experiencing single-digit percentages of their normal air traffic. According to the Bureau of Transportation Statistics of the U.S. Department of Transportation and the TSA, People Screened at Airports:...The low point of 88,000 passengers screened occurred on 14 April, 2020. Pre-pandemic, this number was over 2.2 million on the same day in 2019.

However, while some industries experienced demand destruction, others experienced growth. Hospitals, telemedicine, pharmacies, etc., were overwhelmed with demand. Demand also spiked up for delivery services of food, goods, and medicines. All of these service providers depend upon a large IT staff to deliver their offerings.

Many large companies and organizations such as hospitals, airlines, etc., are used to having their own in-house IT staff for their onsite service needs, but maintaining a large in-house onsite workforce will inevitably change as we work our way through COVID-19.



## COVID-19'S EFFECT ON IT SERVICES

As employees have migrated to work-at-home settings, demand for bandwidth from broadband providers has greatly increased. This demand is compounded with primary and college students also needing bandwidth for in-home learning.

“

*Demand for bandwidth from broadband providers has greatly increased.*

”



In addition to a huge increase of residential broadband, there are a multitude of other IT challenges, such as how to support:

- ★ All the endpoints (desktops, laptops, tablets, and phones) that are no longer on a work or school network
- ★ More resilient and secure networks along with disaster recovery planning
- ★ The demand for increasingly faster access to data and applications
- ★ Other security risks of using devices on a non-corporate

Finally, how will we manage and staff the IT workforce?

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# HOW COVID-19 HAS IMPACTED THE IT ONSITE WORKFORCE

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The office worker's environment has changed for the long-haul and in some cases permanently. Some of our largest tech giants, including Google, Microsoft, and Twitter, are announcing policies allowing workers to stay remote indefinitely. These policies will potentially reduce the need for onsite IT staff.

Huge amounts of employees are leaving dense office areas in cities like New York and San Francisco, resulting in a reduction of the need for permanent IT staff.

With the greatly reduced demand for both leisure and business travel, airlines are on the brink of furloughing/laying off tens of thousands of workers. Workers at risk include: HQ staff, reservations call center, airport baggage workers, ticket counter and gate agents, ramp workers, cargo, catering, and cleaning staff.

Massive reductions in staff like these will result in the loss of IT staff and onsite workforce demands.

However, decision makers must address:

1) How to support the IT Infrastructure of their remaining operations and in some cases expanded operations ( e.g. healthcare, delivery, and logistics).

2) Supporting work-at-home employees and students in distance learning.

Further, how do decision makers manage their IT staff? Some of the questions to answer include:

- ★ How to manage the in-house IT staff?
- ★ Who, how, and when to downsize or furlough?
- ★ How to effectively utilize the remaining onsite workforce staff?
- ★ With downsizing of both general employees and IT staff, how do we manage an outsourced IT staff, if needed?

## COVID-19 DRIVEN TRENDS AND IT STAFF NEEDS

According to Henry Curr of The Economist, "Primarily, the crisis will accelerate trends that were already growing: more saving, low interest rates, less globalization, e-commerce, remote work, along with online education and health care."

With the continuing crush of the pandemic, we can easily see an increase in growth for:

- ★ Telemedicine and other remotely delivered healthcare and healthcare apps.
- ★ Remote Education, both primary and secondary.
- ★ Online Trade and other industry conferences (many are moving to 100% online environments).
- ★ Ecommerce and its use of IT services along with the associated warehousing and logistics for the shift to online shopping and fulfillment.

Who will build-out and support the IT infrastructure for all of these items? Further, who will provide the onsite IT workforce and tech support? Will all required IT professionals be hired full-time? Or is there another more cost-effective approach to get the onsite IT engineers and technicians needed?

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# THE SOLUTION

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The solution of how to manage IT and onsite workforce staff needs to answer two questions:

- 1) How to support the in-building and remote workforce and on-campus/distance learners?
- 2) How to redeploy the unemployed IT staff/onsite workforce?

This is a supply and demand problem:

- 1) Demand - businesses and schools need IT support delivered by an onsite workforce. In many cases, demand for qualified onsite workers will keep increasing but there are less full-time staff.
- 2) Supply - COVID-19 has caused a surge of unemployed yet qualified onsite workers including desktop, support, and network engineers along with fiber optic, cable, and other technicians who are qualified and ready to work.



## BUSINESS CHALLENGES

Finding the right person for a job is tough. Getting a field engineer with the right skills in the right place at the right time is tougher, which is compelling companies to keep their skilled engineers on their payroll. As a result, their operational cost begins to add up and may lead to underutilized resources.

With fast-changing technology and skills required for management, the gap between addressing technical difficulties and the availability of the resources needed to accomplish them is only widening.

Consider a contingent onsite workforce. What if you could get prequalified onsite technicians exactly when and where you needed them? Welcome to the age of the contingent onsite technician. Right now, you can get a ride from a pre-vetted driver for precisely where and when you want to go via a ride hailing app. Imagine a platform or app where you could get qualified and pre-vetted onsite technicians or engineers exactly when and where you need them.

Need a core switch technician in your HQ on Tuesday and an access point technician in your branch office on Wednesday? You can do that right now with the [Field Engineer Platform](#), without the complexities of sourcing, hiring, and managing full-time employees.

“

*Finding the right person for a job is tough. Getting a field engineer with the right skills in the right place at the right time is tougher, which is compelling companies to keep their skilled engineers on their payroll.*

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# INTRODUCING FIELD ENGINEER: HOW THE PLATFORM SOLVES CONTINGENT ONSITE WORKFORCE NEEDS

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The FieldEngineer.com (FE) platform is a revolutionary approach to meet changing workforce requirements for on-demand engineers and technicians. Further, the platform enables affordable and readily available on-demand technicians for client needs with a short turnaround time.

Fieldengineer.com is a streamlined machine-learning driven platform designed to enable clients to engage project-based engineers and technicians anytime, anywhere to meet their project or ongoing

needs. It was created by entrepreneurial telecom veterans to cut through slow, expensive and challenging hurdles for workforce deployment.

FieldEngineer.com has a vast pool of certified, pre-screened technicians with background checks completed, available for part-time or full-time assignments. Currently, there are over 60,000 professionals registered from over 190 countries.

Field Engineer offers a spectrum of certifications and skill-sets for:

- ★ Site Survey, DMARC Extension & Site Readiness
- ★ CPE Deployment and Test & Turn Up Desktop, Office Peripherals, MAC & Break Fix
- ★ PMP Project Management
- ★ VoIP Deployment Services
- ★ Security Architecture & Engineering
- ★ Network Design & Deployment
- ★ Wi-Fi Site Surveys, and Wi-Fi Deployments



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# CLIENT BENEFITS

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There are many benefits to working with fieldengineer.com:

- ★ Technician sourcing and HR management done for you
- ★ FE takes care of complexities of independent contractor management including *1099s and payments*
- ★ FE places clients at ease by performing background checks and verification of certifications, experience, and qualifications
- ★ Cost savings of *30% or more* compared with full-time employees

In addition, Field Engineer offers optional services to bring you even more value:

- ★ Clients may choose between DIY or premium service to lead the project, monitor work-orders live, and pay the talent instantly, no matter where they are
- ★ Project management
- ★ Service-level agreements

## ADDITIONAL BENEFITS OF FIELD ENGINEER

**Time to Market:** Enterprises of any size can initiate projects without the constraint of skills or technicians on staff. They can reduce the time-to-market for their service deployments and stay ahead of their competitors.



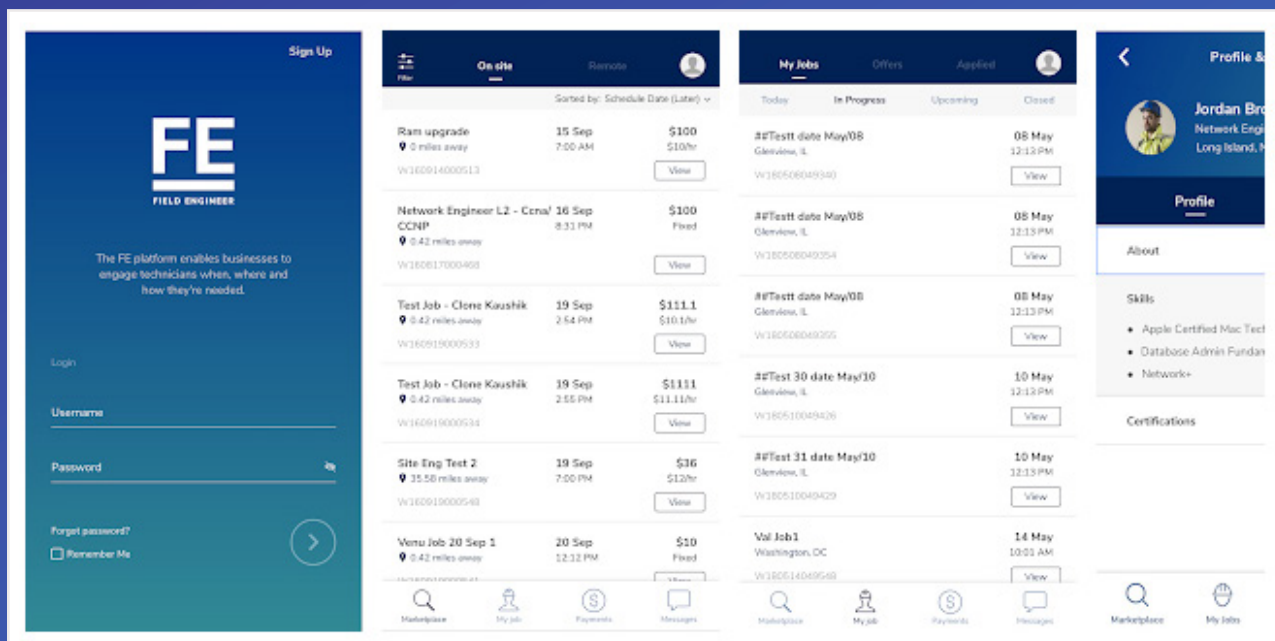
**Cost Advantage:** Lowering workforce cost is one of the major advantages of using on-demand technicians from FieldEngineer.com for projects.

**Service Desk Support:** Customers have the option to choose service desk support, a feature that helps to record, coordinate, and resolve break-fix issues, as well as to coordinate with the vendor and field engineers to meet SLAs.



# HOW IT WORKS

Field Engineer customers simply upload the details of the contracts and projects they want to commission onto the platform, highlighting the exact skills and qualifications required so that certified engineers, registered on the platform, can bid on projects based on their location, availability, and price. Customers then simply choose the engineers they want to contract for the project and track and manage its progress via the platform. The engineers get automatically paid by the platform immediately after the job is signed off as having been completed satisfactorily by the customer.



# FIELD ENGINEER – PROJECT EXAMPLE

Here's an example of how you can use engineers sourced from FE both when and where you need them. Let's say you're upgrading a WLAN at a multi-site company. Here are some of the resources you may need:

- ★ Switch and router engineers
- ★ Cable technicians
- ★ Access point installation technicians

You don't need all of the technicians on all of the sites at the same time. Further, you don't need all of them on your full-time payroll. With Field Engineer, you pay for only what you need where and when you need it.

Finally, with Field Engineer's dashboard and project views you can manage multiple engineers in multiple locations. You can map out your project and get technicians when and where you need them. Get the talent you need without the hassle of hiring your own staff that may potentially be downsized after your project is complete.



READY TO LEARN MORE ABOUT  
[www.fieldengineer.com](http://www.fieldengineer.com)

**SIGN UP TO FIND & HIRE  
FREELANCE ENGINEERS**

**CALL: (212) 257-1713 OR [REGISTER TODAY](#)**

