

How to say yes to more projects



SUMMARY

Managed Service Providers (MSPs) juggle busy schedules. From project planning to payment processing and reporting, little time is left to work on scaling business. When your MSP doesn't have time to expand coverage and accept new projects, you lose opportunities. Thankfully, the advent of Field Service Management (FSM) platforms can help to grow your business and say 'yes' to more projects.

Here are some tips on how these platforms can help you enter new locations and services with contingent labor.

Finding Qualified Field Technicians

Vetting a technician is the first step in building a quality pool of talent. This includes checking their skills, certifications, experience, and reviews. To save time, you can identify which qualifications are mandatory for technicians to have. You can typically filter your search results on Field Service Management tools to automate some of your searches. For example, maybe you need a technician who completed a drug test within the last 6 months. You can use that as a selection rule to filter out unqualified technicians and speed up your process.

Choosing an Adjacent Industry to Expand Into

Finding a new industry to enter seems daunting, but it doesn't need to be. With a Field Service Marketplace, you have access to technicians across various skillsets. You no longer need to rely on your W2 employees to accept projects. With access to contractors across the country, you can fill coverage gaps.

To choose which industry is right for you to enter next, listen to your customers. Maybe you offer low-voltage



and kiosk services, but you receive an RFP for a POS (point of sale) project. With a Field Service Marketplace, you can say “yes” without hesitation because you have a place to find this talent. You can accept the project, find qualified technicians where you need them, and meet SLAs – all from one dashboard.

If opportunities in other industries are not presenting themselves, take initiative. What industries are adjacent to the ones you already work in? For example, if your MSP works in digital signage, try bidding on AV projects. If your MSP does computer networking jobs, desktop/laptop installation might be a good fit.

Managing Projects in New Industries

After entering a new industry, you will need to keep a close eye on the first few projects. To make that process easier, find a software that allows you to track your projects to meet SLAs. Typical Field Service Management solutions offer tools to help you from the creation of a work order through payment. Find out which features are the most important to you, and start your search for a Field Service Marketplace that fits your needs.

Field Service Marketplaces simplify and optimize labor management, project tracking, payment, and reporting. With a process centralized on one platform, you can streamline your efforts and ultimately, increase revenue through an expansion of skill sets, industries, and geographies.

Outsourcing Your Services with Contingent Labor

The contingent labor market is a flexible solution to streamlining project management. By outsourcing labor to independent contractors through a Field Service Marketplace, [sourcing, payment, and reporting costs](#) are minimized. Instead of flying a W2 worker out to a site and bearing travel costs, gig workers can be found across the nation. This allows your W2 workers to spend more time on-site and





[less time traveling](#). Most Field Service Management platforms also take care of issuing payments and tax documentation.



PRO-TIP: Find a Field Service Management platform that [pays contract technicians quickly](#).

The better the payment terms, the better technician quality you'll find.

If your MSP is so busy you've had to start saying "no thanks" to new projects, it might be time to consider a Field Service Management platform. With a diverse pool of technicians available nationwide, ramping your business has never been easier

