

Sagent and
Field Nation partner to
offer best-in-class network
maintenance services



FIELD NATION
fieldnation.com



For two decades, [Sagent](#) has successfully delivered network solutions to organizations around the globe including network operators, data centers, enterprise organizations, and government entities. Customers rely on Sagent for its deep experience in communications infrastructure support, as well as the ability to manage spare parts inventory and deploy it in as little as four hours.

A key part of the company's success is a relentless pursuit of exceptional customer support.

According to Shawn Grennan, Vice President of Sales and Marketing, "We like to sit on the same side of the table with customers and look at their problems as though they are our own. We know that customers need us to meet, or exceed, service level agreements for network uptime."

Raising the bar on customer service

Sagent provides mission-critical hardware, maintenance, and support for many types of equipment — including servers, storage, routers, switches, Wi-Fi devices, and point-of-sale systems.

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Sagent's network maintenance solution includes a 24/7 network operations center, a dedicated team of project managers and certified technical experts, and more than 300 regional logistics centers for spare parts staging and deployment. In early 2020, Sagent partnered with Field Nation to complement its existing capabilities with Field Nation's on-demand workforce.

"By partnering with Field Nation, we gained access to a flexible technical workforce of qualified technicians covering every zip code nationwide. Field Nation's platform also provides workforce qualification, allowing us to track performance metrics and select technicians based on previous projects and areas of expertise," Grennan added.

Improving efficiency with a network of trusted techs

The Field Nation platform allows Sagent to quickly confirm and communicate with technicians for each job. Sagent's dispatch team uses the rating system in Field Nation to dispatch technicians with the appropriate training, skillset, and certifications to perform the contracted services while achieving all contracted KPIs.

In addition, the Field Nation platform helps Sagent set clear expectations with technicians.

Senior Program Manager, Omar Anaya, believes the platform helps the overall call flow run smoothly by outlining the full scope and timeline of what needs to be accomplished. "For example, once a technician has been confirmed, our dispatch team checks in with the technician

to make sure everything is in place. We also have the ability to communicate to onsite personnel," Anaya said.

A continuous improvement mindset

Sagent's customers are always searching for ways to extend the life of their network equipment and leverage existing infrastructure assets. Sagent is well-positioned to help customers tackle these challenges with support across multiple technologies and the ability to simplify internal processes. "We pride ourselves on reducing downtime and operational costs for customers. Access to an on-demand workforce through Field Nation helps us continue to innovate our service delivery model and provide exceptional customer experience," Grennan concluded.

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About Field Nation

Field Nation is the world's most active field service marketplace and software solution that connects companies and service professionals to get work done.

Learn more at fieldnation.com

