

Labor Vendor Scorecard

Criteria checklist

1. QUALITY CONTROL	FIELD NATION	VENDOR 2	VENDOR 3	NOTES
Ability to choose on-site support and control who performs work				
Visibility into individual technician training, experience, and relevant certifications				
Ability to enforce soft skills as technician requirements				
Ability to confirm completed work is done to company standard				
Service warranty option				
Technician quality assurance and documented path to resolution				
TOTAL SCORE				

2. COMPLIANCE & RISK MITIGATION	FIELD NATION	VENDOR 2	VENDOR 3	NOTES
Ability to meet municipal tax obligations				
Ability to meet state tax obligations				
Visibility into whether individual technicians are properly insured for the type of work				
Visibility into technician usage for potential misclassification				
TOTAL SCORE				

3. GROWTH OPPORTUNITIES	FIELD NATION	VENDOR 2	VENDOR 3	NOTES
Access to market trends data for specific types of work				
Insight into current market rates for competitive bidding				
Access to real-time coverage for immediate opportunities				
Ability to calculate ROI				To calculate your ROI for Field Nation, visit fieldnation.com/annual-savings
TOTAL SCORE				

4. EASE OF IMPLEMENTATION	FIELD NATION	VENDOR 2	VENDOR 3	NOTES
Web portal / user-friendly management software				
Onboarding support with a team of dedicated trainers				
Integration with existing systems (FSMs, CRMs, ESPs, etc)				
TOTAL SCORE				

5. RESPONSE TIME	FIELD NATION	VENDOR 2	VENDOR 3	NOTES
Ability to quickly connect with technicians				
Ability to track and control first-time fix rate				
User-friendly process to initiate and manage work				
TOTAL SCORE				

6. TECHNICIAN BREADTH & COVERAGE	FIELD NATION	VENDOR 2	VENDOR 3	NOTES
Access to skilled technicians in needed geographies				
Access to skilled technicians in needed work types				
Technician coverage for ad-hoc/one-off needs				
Technician coverage for complex projects				
Technician coverage for time-sensitive services				
Ability to track and reuse trusted technicians				
Ability to find technicians in emerging markets				
TOTAL SCORE				

7. COST	FIELD NATION	VENDOR 2	VENDOR 3	NOTES
Feasible contract commitment timeframe				
Aligned with SLA requirements or penalties				
Tier based pricing or options for lower rates at higher volumes of work				
Control over technician pay rates				
Ability to pay technician rates without added margin				
Equipment and material included in costs				
TOTAL SCORE				

8. CUSTOMER SUPPORT	FIELD NATION	VENDOR 2	VENDOR 3	NOTES
24/7/365 live support				
Reliable support channels (phone, email, chat)				
Visibility into and assistance with on-site issues				
Responsive reputation				
TOTAL SCORE				

Criteria scores

*Change weights based on what criteria matters most to your business. Total score should = 1.00		WEIGHT	FIELD NATION WEIGHTED SCORE	VENDOR 2 WEIGHTED SCORE	VENDOR 3 WEIGHTED SCORE	NOTES
1. Quality control						
2. Compliance & risk mitigation						
3. Growth opportunities						
4. Ease of implementation						
5. Response time						
6. Technician breadth & coverage						
7. Cost						
8. Customer support						
FINAL SCORE						

Read more about how Field Nation stacks up against outsourced labor options.

Questions?

Still have questions or ready to decide? [Contact the Field Nation team](#) today.