

Preferred Technicians Program

Lead Technicians Certification



Worldwide, companies are moving to a mix of W2 & 1099 employees. Many rely on capabilities of other organizations to get the mix they need, but can create concerns with quality control. Essential's Preferred Technicians program eliminates the quality concern, delivering technicians every organization would be proud to have.

Technicians You Trust

It takes more than just outsourcing a contingent workforce with the footprint you need to complete work successfully. The quality of the workforce directly impacts efficiency and success.

Leveraging a contingent workforce can cut costs, but using one lacking quality will bring costs associated with failures and put you right back where you started.

Quality is key. Essential not only has the footprint desired by many organizations, we also have the quality assurance in place to ensure customers receive the best service money can buy. Essential's Preferred program measures technicians in six different

categories. Violations in any of these categories results in a suspension, and for repeated infractions result in permanent removal from our Preferred Technician program.

We don't stop there, though. Some projects necessitate a team of technicians to complete the job. For these projects, we offer our Lead Technicians program. These Leads are the best of the best of Essential's Preferred Technicians.

Benefits include streamlined communication, quicker completion times and minimal business disruption. If you're considering undergoing a project with a need for a contingent workforce, look no further than Essential.

Preferred Technicians Quality Assurance Categories

- » No Call/No Shows
- » Short-Notice Cancellations
- » Tardiness
- » Disorganization
- » Unprofessionalism
- » Dishonesty/Deception

Lead Technicians Prerequisites

- » 25+ Jobs completed with Essential with zero issues
- » Must complete interview and training with Essential Tech Support
- » No fewer than four (4) POS & four (4) self-checkout projects
- » Participate in 4+ multi-technician dispatch projects

Service Differentiators

- » 24x7x365 U.S.-based Technical Assistance Center (TAC)
- » Established Managed WorkForce® of vetted field techs servicing every zip code in the U.S. & parts of Canada
- » Network of 150+ forward stocking locations for logistics coordination
- » Immediate access to Tier 3 technical support
- » OEM direct trained experience and robust internal knowledge base for all serviced equipment