



**FIELD NATION**

# Customer Case Study:

## Worldlink Integration Group

**WORLDLINK**  
INTEGRATION GROUP

### Expertise to perform nationwide IT projects

Worldlink Integration Group is a national provider of technology deployment services, with offices located across the United States. The company provides technology deployment, product integration, logistics management, equipment installation, and maintenance services to clients with quality, value and customer satisfaction in mind. Since 2001, Worldlink has delivered IT resources on a regional and enterprise-wide basis.

**Headquarters:**

Lake Forest, California

**Co-Founder:**

John Fecteau



### Customer Satisfaction

Worldlink often provides technology deployment solutions to retail and enterprise clients. In one instance, a Worldlink client needed to update point-of-sale devices at its 1,200 retail sites located throughout the United States. Worldlink turned to its own highly qualified staff of technicians to begin the massive upgrade. Then they sourced IT specialists from FieldNation.com to complete the job.

*"We used our own qualified technicians and independent techs in the markets where we needed them," said Fecteau. "The client applauded our work and the speed at which we completed the update for them."*

*"These IT sourcing capabilities from Field Nation help us when we're in a pinch," Fecteau added. "We're pleased with the technicians we access using FieldNation.com's portal. They are experienced professionals who do a fantastic job, and we're able to improve our time to deploy people and complete projects while meeting our customers' needs."*

### Sourcing IT Experts Where They're Needed

*"We have our own highly skilled and dedicated staff at our headquarters and remote office locations, but client projects sometimes dictate a need for qualified technicians in markets where we don't have people," says Fecteau.*

*"It's important to have a staffing partner that provides skilled IT techs when we need additional support."*

### 24/7 Access to Independent Field Service Technicians

When Worldlink does need to source IT contractors, the Field Nation self-service web portal is just a click away. Through the website, Worldlink can identify and source IT technicians based on the skills needed for any specific job – so they can accommodate client needs at any location.

*"We work coast-to-coast and in Canada. If our own IT resources aren't available for a project, we know we can quickly find the resources we need, when and where we need them," said Fecteau.*

**CORPORATE OFFICE**  
310 4th Avenue South  
Suite 8100  
Minneapolis, MN 55415

Tel: 877-573-4353 Ext 2  
Fax: 877-833-4353  
info@fieldnation.com

**FIELD NATION.com**

© 2014 Field Nation, LLC. All Rights Reserved.