



OnForce
service made simple



OnForce Is Your Partner In Service

Our **Mission**

To create and power a new model for finding, buying, and deploying quality on-site technology-related service in the United States and Canada, easily, efficiently, and profitably through our online marketplace.



“The innovations at OnForce represent a revolution in how companies are using the Internet: not just to buy stuff or look up information but to match specific tasks that need doing with human beings able to do them – in real time, at market prices, with near-zero overhead and at scalable capacity. That’s pretty cool.”

Fortune Small Business

“We’ve been able to expand our business with little to no investment. It’s amazing how much we’ve been able to grow – all because of OnForce.”

Shane Bell, Owner and President, ITechWest

“Instant Gratification”

You are the program manager for a large IT solutions company that specializes in providing Point of Sale (POS) solutions for retail stores nationwide. It is noon on the Saturday before Christmas and you get an urgent call from an end user saying that the equipment in one of his stores in Florida has stopped working. This store is packed with customers. Unfortunately, you no longer have on-site help in this region. But, as an OnForce service buyer, you are not worried.

Through the OnForce marketplace, you submit and route a work order to several certified service professionals who specialize in POS maintenance. Within minutes, a service professional, who has the POS experience you need, accepts your work order. Help is on the way.

The service professional arrives on-site and is able to quickly troubleshoot and fix the issues. The cash registers are up and running and the service professional completes the work order paperwork on his cell phone. Your customer is happy and had a great service experience.

No geographic limitations. No sacrifice in quality. No billing hassles. Just satisfied customers. OnForce is your partner in service.



Welcome to OnForce

We are your partner in service.

OnForce is the trusted national network that connects you with thousands of highly skilled service professionals when and where you need them. We achieve this through our powerful online marketplace.

With more than one million service orders completed, OnForce is proven at helping service buyers increase profits, achieve higher customer satisfaction, and improve service-level agreement compliance. Discover what leading service buyers have been using to deliver superior on-site services nationwide.



Changing the Services Game

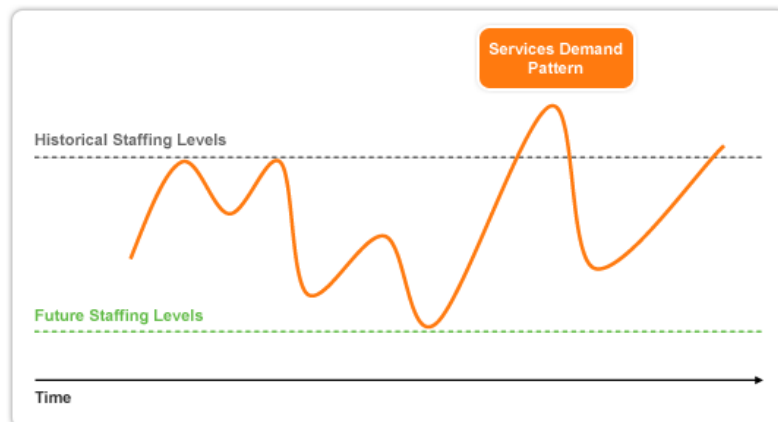
The technical services industry is primed for a revolution. Shrinking product margins lead many companies to struggle with profit margins and turn to outsourcing their service needs. The challenge of managing your high fixed costs coupled with variable demand results in a constant tug of war between quality and profitability. Servicing the end customer quickly, and with dependability, can be a constant drain on an organization's ability to be profitable and to expand its service offerings.

OnForce offers a solution – a Variable Demand Management Model that helps organizations better manage service demand by providing a “just in time” service model. We offer service professionals when and where you need them, and that gives you a competitive advantage and helps you to lower your services cost.

With more accurate demand management, OnForce can help you to

- Pay for labor only when needed
- Create new revenue streams by augmenting your service offering
- Compete for nation-wide contracts

Variable Demand Management Model



OnForce. Service made simple.

Delivering Service Excellence:
**OnForce Variable Demand
 Management Service Model**

With thousands of certified service professionals available in every zip code nationwide and in Canada, OnForce provides an easy to use system that allows you to outsource your services capability or to fill in service coverage or skill gaps on demand.

You have instant access to service professionals with a broad range of expertise, from computers and printers to networking and VoIP to Point of Sale and consumer electronics.

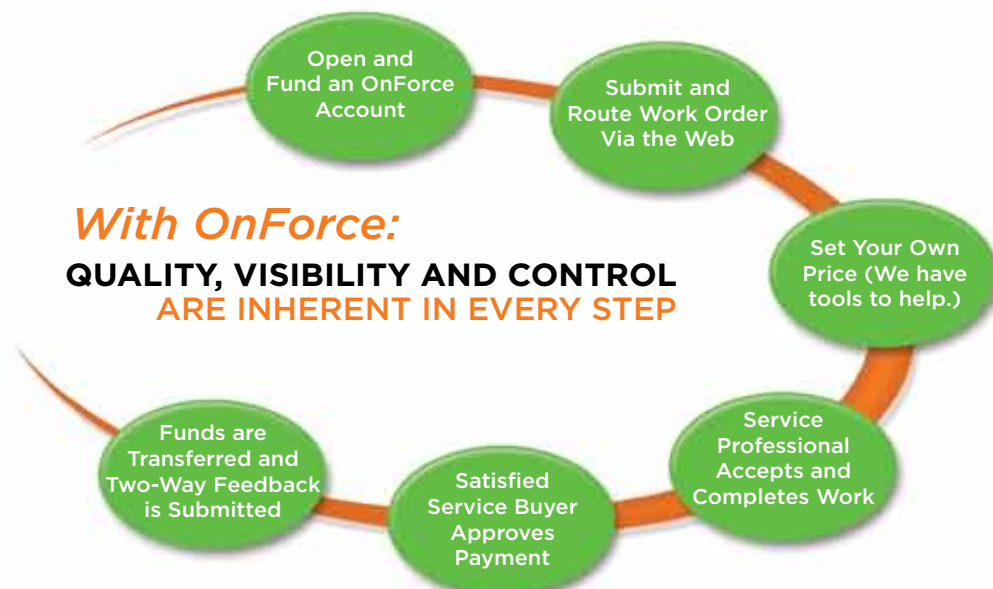
Our service professionals have been vetted and hold more than 30,000 OEM and industry standard certifications. The OnForce marketplace has powerful tools that include a robust feedback system and profiling to provide you with the best match for your services need. From break-fix to warranty work to installations, OnForce gives you the support you need to provide exceptional service.



“Without OnForce, I wouldn’t be able to run my own business. I love the diversity of service requests I receive from the OnForce platform.”

**Seth Kaplan, Owner,
 Kaplan Computer Solutions**

With OnForce:
**QUALITY, VISIBILITY AND CONTROL
 ARE INHERENT IN EVERY STEP**



“Modeling More Profits”

You are the vice president of operations of a major national solutions provider. It's Friday afternoon, and you are reviewing your organization's Q1 earnings and profits with the CEO in preparation for Monday's board meeting. As you sort through the numbers, you realize that your services organization continues to lose money. To make matters worse, your current offerings do not match the market demand. The CEO is not impressed.

The next day, you share your problem with an industry buddy, who tells you about how he uses OnForce to fulfill all his customers' services needs. He talks about his increasing profit margins, along with his higher customer satisfaction rates. Moreover, he reveals that he is expanding into two new service categories.

You go home, log onto OnForce.com, and chat with someone live about how your organization can get started. On Monday, you present to the Board a new services plan that will increase the number of work orders and expand your reach into Canada, with no additional overhead costs.

An improved bottom line. A happy CEO. An impressed Board of Directors.

Leading the Industry:

The OnForce Services Marketplace Index

In addition to building a trusted nationwide network, OnForce takes a leadership role in educating the industry on services trends. Each quarter we produce the OnForce Services Marketplace Index (OSMI), a research report that highlights market direction and growth opportunities. Encompassing transaction data from more than 1,000 service buyers across the United States, this extensive, real-world information serves as a roadmap, helping you discover which categories and location offer the path for the most profitable expansion. Learn more at www.onforce.com.

OnForce. We are your Partner In Service.

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