Stratus

Field Partner Development & Network Performance

Stratus' Field Partner (FP) ecosystem delivers consistent, high quality execution for both large rollout programs and ongoing maintenance portfolios. Through rigorous vetting, structured onboarding, real time performance visibility, and a clear escalation model, we ensure every FP is compliant, capable, and ready to perform.
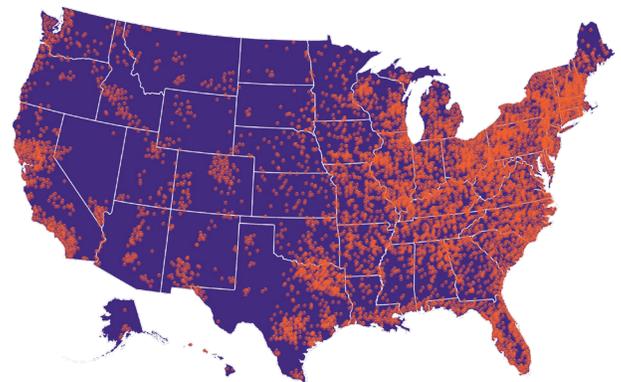
FIELD PARTNER DEVELOPMENT

- Dedicated team responsible for sourcing, vetting, and onboarding Field Partners (FPs)
- Capability assessments to validate trade alignment, geographic coverage, and capacity
- Custom FP networks designed for program needs and high volume maintenance
- Target goal: **5 qualified FPs** per trade to ensure redundancy and coverage
- Continuous compliance oversight: contracts, COIs, rates, required documentation

OPERATIONAL ESCALATION STRATEGY

- Managed through **IFS Assyst** for real time visibility and resolution of issues such as:
  - Poor workmanship or on site incidents
  - Document retrieval or licensing requests
  - FP search and coverage gaps
  - Performance dips or metric abnormalities
- All escalations feed into Stratus' broader performance management strategy.

RELATIONSHIP MANAGEMENT

- Regular touchpoints to strengthen FP partnerships
- Drives prioritization and improved service levels on awarded work

NETWORK MANAGEMENT & PERFORMANCE

- Network Management Team
  - Oversees overall network health and capability
  - Utilizes **Power BI** for accurate, real time monitoring
  - Validates FP readiness during onboarding and before go live
  - Continuous targeted coaching by performance tier
- Key Performance Indicators
  - First time completion rate
  - On time arrival performance
  - Punch rate
  - Median invoice value

FIELD PARTNER NETWORK SNAPSHOT

- Total Network: **4,000+**
- Supports a wide range of trades
- Performance Tools: Weighted algorithm, tiered oversight, and dynamic Power BI scorecards for real time insight

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