



SOFTWARE PLATFORM AND RELATED ASSETS

Hilco Streambank is seeking offers for the intellectual property assets, including proprietary software platform, of Sitehands, an on-demand technology platform offering hands-on IT field services. The platform – which can be used to deliver and track any type of service – is fully-integrated to provide effective onsite services, delivering accountability, real time updates and transparency for field service transactions.

BID DEADLINE

May 25, 2021 at 12:00 p.m. ET

AUCTION

May 27, 2021 at 12:00 p.m. ET

ROBUST PROPRIETARY SOFTWARE PLATFORM CAPABILITIES

The platform is a successfully commercialized, scalable, Gig/Task platform including developed apps and has been utilized with several thousand gig workers and hundreds of clients. Originally built and operated as Sitehands, a matching service for IT professionals and contract work, the technology platform has robust business logic, fully developed mobile apps, and integrates with financial and accounting systems to support seamless workflow, including quality assurance. Similar platforms have been successfully launched for firms such as TaskRabbit, Uber, GrubHub, Instacart and Care.com.

The platform consists of a configurable workflow/state engine, an API to perform functions on the engine and connect to other systems of record, and a web portal. It provides immense flexibility and can be configured to support most industries through its custom form language, alerting and dashboarding, and its ability to provide custom workflows through standard business process languages (BPMN).

NUMEROUS USE CASES FOR A FIELD SERVICES PLATFORM

Aside from IT field services, the use cases for a fully-integrated platform abound.



Corporate Enterprise Solutions (i.e., outsourcing)



Homeowner Services (HVAC, plumbing, appliance repairs, etc.)



Childcare, Elder Care Services, Pet Services



Energy and Utility Service Gap-Filling



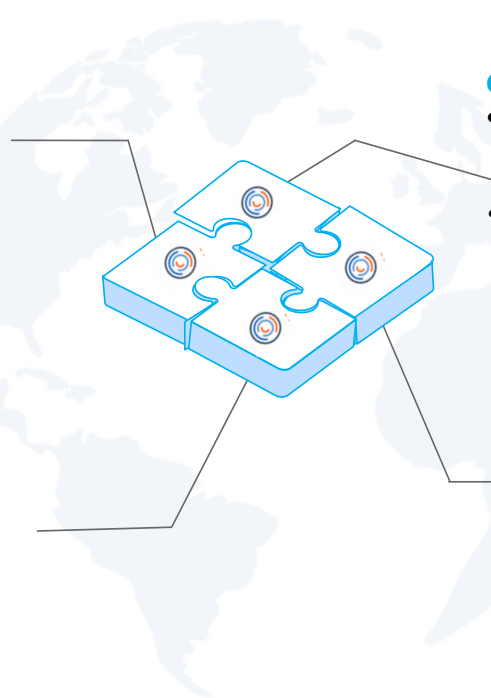
Delivery Services (grocery, restaurant)

A FULLY INTEGRATED PLATFORM

Connecting client demand to service providers globally, enabling a fluid and transparent market for service providers and recipients

Platform

- **Proprietary platform-based technology** that coordinates across all silos and locations of an organization, providing rich data and analytics and real-time visibility into all field service work.
- The **Provider App** enables efficient delivery in the field with workorder instructions tailored to customer requirements and all data captured on the Platform.



Ownership of the Outcome

- **Service Operations Center** curates and orchestrates delivery, from start to finish, directly on the Platform.
- Consolidates every aspect of client's field services management – recruiting, onboarding, dispatching, sourcing of materials, coordination across multiple sites simultaneously, payment / invoicing and reporting – under a single Platform.

Historic Client Base

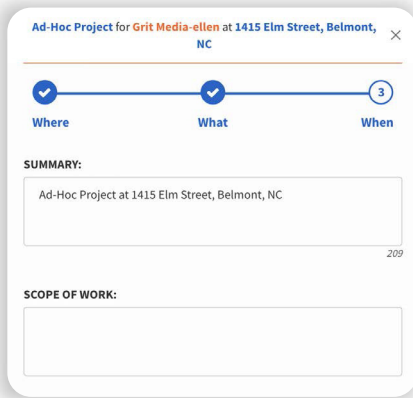
- **Industries Historically Served:** Financial Services, Retail, Healthcare, Technology, Insurance, Real Estate, Transportation, Manufacturing
- **Clients:** 160+
- **Client Sites:** 25,000+
- **Countries:** 100+
- **Cities:** 5,000+

Historic Service Providers

- Community of skilled, on demand resources under a single platform
- **Providers:** 430+
- **Global Technician Network:** 20,000+ deeply vetted, certified, skilled technicians, local to client sites

STANDARD FIELD SERVICE PROCESS





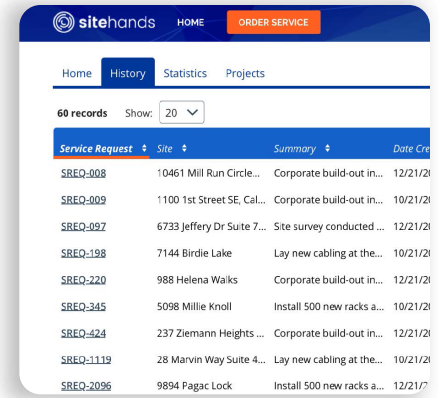
Set Up & Submit

Create an account, set up payment by credit card or invoice, and submit ticket



Deploy

Operations center coordinates, manages and oversees entire lifecycle of the request



Track Outcome

Track service request from start to finish, complete with status updates – all on the platform

\$51M

2019 Revenue

\$33M

2020 (Through October) Revenue

HISTORICALLY DELIVERING IT FIELD SERVICES TO FORTUNE 500 COMPANIES

Sitehands launched its proprietary platform as a service to provide companies and service providers with a marketplace for on-demand IT services, revolutionizing the way IT field services are delivered.

The platform automatically captures and maintains project execution status, deliverables and artifacts, allowing customers to track the status of their request in real-time and to use detailed consumption analytics to plan future services. According to Gartner, which named Sitehands one of the “Cool Vendors in IT Services,” Sitehands’ offering of consumption-based pricing is unique for corporate deskside support services. The company’s proprietary platform ensures customers receive the desired outcomes in a frictionless and cost-efficient model.

With a global network of more than 20,000 vetted and certified field service technicians and support for clients in more than 100 countries, Sitehands was a vendor for some of the largest Financial Institutions and Fortune 500 companies.

CURRENT PLATFORM CAPABILITIES – PROVIDING IT FIELD SERVICES

Infrastructure Projects

- Support & Break / Fix
- Upgrades & Life Cycle Refresh
- Structured Cabling
- Compliance Remediation
- Security Uplifts

End User Support & Projects

- Desktop Support & Break / Fix
- PC / Desktop Refresh & Upgrades
- Office Moves, Installs, Upgrades

Corporate Real Estate Projects

- Office IT Build Out
 - Multimedia, Collaboration, AV
- ## Data Center
- Support & Break / Fix
 - Build Out, Moves & Decommissions
 - Upgrades & Refresh

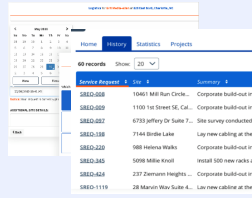
The Sitehands Execution Engine

- Workflow and State Engine, to support service requests in any industry
- High level of configurability allows for the development of standard, repeatable, scalable and automated work processes.



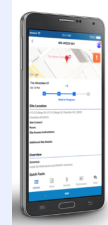
Web Portal

- Developed to meet the field services needs of global enterprises
- Standard Catalog of Services for easy online ordering directly through the Sitehands Platform
- Real-time dashboarding and transparency into all field activity



Mobile App

- Efficient delivery in the field through the Sitehands Technician App with real-time communication with Sitehands' SOC, barcode scanning and all data captured on the Sitehands Platform
- All functions tailored to specifications of the task



Sitehands API

Customer-Facing Integrations

Business Intelligence

Sales and Support Connectivity

Financial Integrations

Gig Economy Labor Resource Connectivity

ASSETS AVAILABLE FOR SALE



Software Code for Platform



Trademark Sitehands

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SALE PROCESS

Salvatore LaMonica is the Chapter 7 Trustee of the Sitehands, LLC estate pending in the United States Bankruptcy Court, Southern District of New York. The Trustee, on behalf of the Sitehands, LLC estate, is selling this asset subject to Bankruptcy Court approval. If you are interested in obtaining an NDA to gain access to the online data room, please reach out to one of the Hilco Streambank representatives below.

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