

YOU SPOKE. WE LISTENED.

We value our customers.
Here's what we are doing to
address your feedback.

Did You Know...

At Warren CAT, one of our foundational Core Values is developing long-term customer relationships built on trust. Customer experience excellence is an established part of our culture, and we are committed to continuous improvement in our team, our communication and our processes in order to provide you with the service and support you deserve.

Your feedback is critical in helping us improve our customer service, and we want to share what we are doing to address your input.

"I want better communication and faster turnaround time on my equipment repair."

- We have implemented service communication software, called Modern, for quick and convenient updates, quotes, photos, estimates and invoices via text message.
- Our Service Pro tool allows dispatchers to see exactly where each field technician is, how much time is left on the current job and the status of any pending jobs, all in real time. This allows us to better inform customers about technician progress and availability.
- We have added 160 technicians since January, 2017.
- We have added 36 service trucks to better serve our customers in the field.

And did you know the Warren CAT Service department offers you...

- Over 500 dedicated Service technicians (Machine, Engine & Rental) and over 135 Field Service trucks
- 24-hour on-call service
- Dedicated specialty repair facilities
- Complete Machine Rebuilds
- Dedicated Technical Communicators offering expert behind-the-scenes technician support
- Dedicated Hydraulic technicians
- Dedicated compact construction equipment technicians to keep your skid loaders, mini excavators and other compact equipment running day and night.

"I want more Rental options."

- We have almost doubled the size of our rental fleet and now offer a wide variety of product offerings to cover all phases of a job. This provides you the benefit of a single point of contact for all of your rental equipment needs.
- With an average fleet age of 24 months, our well-maintained equipment helps ensure uptime and enhance overall job performance.
- Our modern fleet offers upgraded operator comfort and safety at competitive pricing.
- We have added numerous inside and outside sales representatives to improve communication and availability to our customers.
- We have increased the number of Rental shop and field technicians to enhance response time and unit turnaround.
- Communication and invoicing accuracy has been improved through consistent customer contact throughout the rental experience.
- We offer a wide array of technology such as machine control and guidance, machine condition monitoring, theft protection and the easy-to-use Cat Rental App.

Thank you for your continued loyalty and for your feedback.

We Value Your Feedback!

Our goal is to provide each customer the ability to communicate with us effortlessly. We have Customer Viewpoint cards available at all Warren CAT locations. We also have a Customer Viewpoint page on our website to give you an opportunity to provide quick communication about issues and concerns, or for you to tell us about a great experience:

Visit : warrencat.com/customer-feedback | Call: 1.866.663.1712

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"I want less wait time and a better experience with the Parts department."

- We have invested in a significant enhancement to our phone network allowing you more direct access to our Parts professionals. To provide expedited service when calling our main telephone numbers, you may select option 1 from the menu, and your call will be automatically routed to the Parts department.
- We have increased call center personnel to ensure phone calls are answered in a timely manner.
- Customer areas at our stores have been remodeled and updated to create a more welcoming and comfortable environment.
- We will be expanding the parts ordering/will-call areas at many stores to relieve congestion and improve the timeliness of service.
- We have expanded and improved customer service training for all employees.

And did you know that Warren CAT Parts gives you access to...

- 24-hour online parts ordering
- Emergency after hours parts delivery
- Exchange parts with like-new warranty
- Manufacturer Parts Distribution Center
- 160+ parts employees
- Over 185,000 square feet of parts warehouse space
- 148,000 unique parts in inventory
- 97% of parts orders fulfilled within 24 hours
- Over 150 Drop Boxes throughout our territory
- A parts distribution network driving 7,500 miles daily to get your parts to you

"I want to better understand how my equipment performs."

Warren CAT offers Cat Connect technology which allows you to get more information and insight from your equipment and operations than ever before. From fleet monitoring and management, to production and compaction measurement, to operator guidance and awareness, Cat Connect helps operations of all sizes and types work more efficiently, profitably and safely.

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