



Connecting For Success...

ELECTRIC POWER DAYS 2017

BUILT FOR IT.

CATERPILLAR®

Delivering Superior Customer Experience

Product Support

EAME and Eurasia Product Support Team

BUILT FOR IT.

CATERPILLAR®

WE WILL CHAMPION DEALER AND
CUSTOMER SUCCESS
THROUGH:

MARKET LEADING QUALITY,
MAXIMIZING ASSET PERFORMANCE,
RESPONSIVE **TECHNICAL SUPPORT**,
INNOVATIVE SOLUTIONS



MAKING **RELIABLE**
POWER

A GLOBAL REALITY
WHILE DELIVERING

SUPERIOR
CUSTOMER
EXPERIENCE

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MAKING RELIABLE
POWER
A GLOBAL REALITY
WHILE DELIVERING
SUPERIOR
CUSTOMER
EXPERIENCE

THE FOUNDATION IS:

WORLD CLASS DISTRIBUTION.

CAT® DEALERS ARE RECOGNIZED **BEST IN CLASS** IN
SERVICING DISTRIBUTED POWER
INSTALLATIONS.

WE IMPLEMENT **SERVICE EXCELLENCE** PROGRAMS
TO DRIVE **CONTINUOUS IMPROVEMENT** AND
CONSISTENT **CUSTOMER EXPERIENCE**

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A black and white photograph of a technician wearing a cap and work clothes, kneeling and working on a large industrial engine. The technician is holding a cylindrical component, possibly a filter, near the engine's base. The engine has various pipes, hoses, and components visible.

Same as our body, gensets need:

Clean air - filters for the air intake

Good nourishment - filter for the fuel it consumes

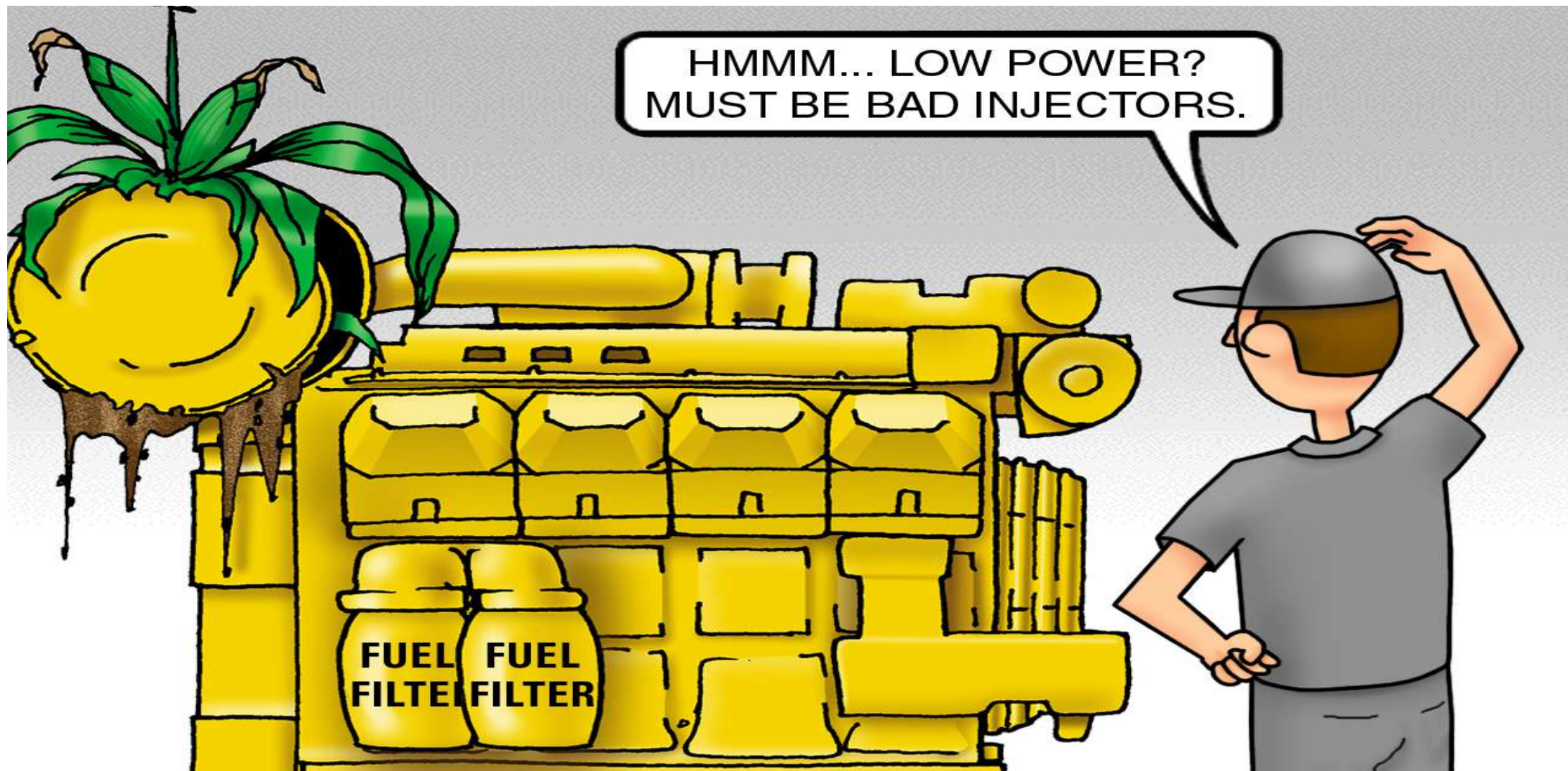
Good blood - oil filters for lubrication

Periodical inspections of engine and alternator

A black and white photograph of a male doctor in a white lab coat with a stethoscope around his neck. He is looking intently at a large medical monitor that displays a scan. He is holding a tablet device in his hands. The monitor has the Toshiba logo at the bottom.

**GENSET
MAINTENANCE
KEEP YOUR
BUSINESS
RUNNING**

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GENSET OPERATION

PRIME

Daily walk-around
Remote Monitoring
People & training
Collaboration
OPEX

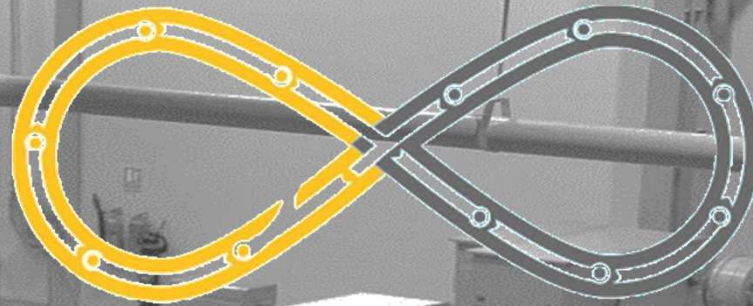
STANDBY

Scheduled inspections
Remote monitoring
Service contracts
Ready to run

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YOUR GENSET HAS MULTIPLE LIVES

CAT PARTS NEW & REMAN

OVERHAULS

COMPONENT SALVAGE & REBUILT

LONG & SHORT BLOCKS

UPGRADES

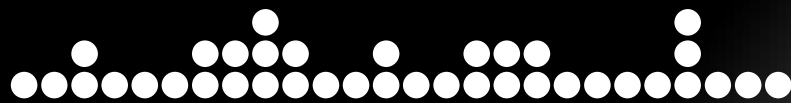
**REMAN COMPLETE
ENGINE/GENERATOR**

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98% PARTS
AVAILABLE WITHIN 48 HOURS



5
ORDERS
PER
SECOND



CAT DEALERS AND
DISTRIBUTION
NETWORK SUPPLY THE PRODUCTS
SOLUTIONS
SUPPORT
FOR YOUR DEMAND

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175 CAT DEALERS

SERVICE

162,200 DEALER EMPLOYEES

70 YEARS AVERAGE WITH CAT

WATERPILLAR STANDARD

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SAFETY TARGET ZERO INCIDENTS

Safety services:

- Consulting
- Training
- Manuals
- Fatigue and distraction management
- Monitoring center



SAFETY.CAT.COM

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CAT® CONNECT

- Improve Performance
- Control Costs
- Reduce Risk

TECHNOLOGY REVOLUTION

WITH ANALYTICS

↑
INCREASE
in Productivity

Significant savings from
lower maintenance and
operating costs

LESS
PLANNED
DOWNTIME

**Lower
RISK**



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PEOPLE AND SYSTEMS

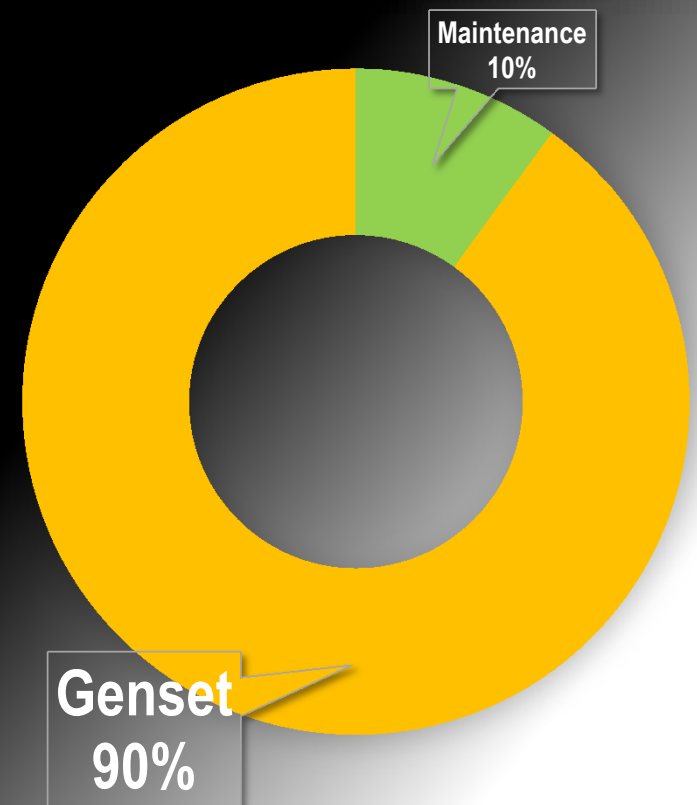
What technicians have available when they are on site:

- Global technical support 24/7
 - +500 experts located all around the world to respond questions at any time
 - Search engine with all historical requests from all dealers
- Data base with all service manuals and drawings
- Download of the latest flash files of the engine
- Service history of all units

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TOTAL COST OF OWNERSHIP **STANDBY**

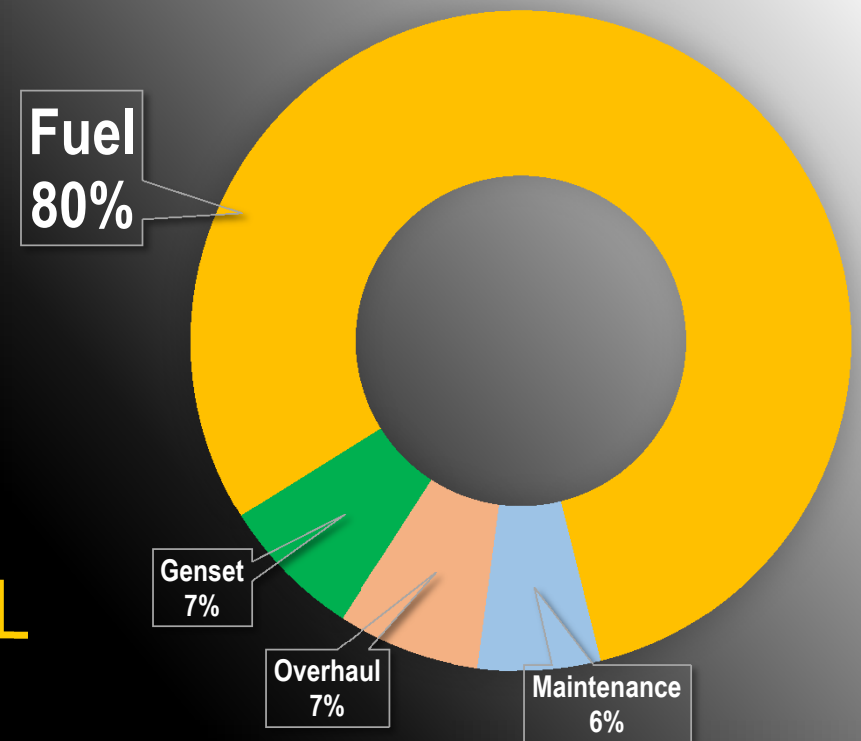
COST OF THE **MAINTENANCE** IS LOW
AVAILABILITY IS KEY
RISK AND COST OF NOT READY



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TOTAL COST OF OWNERSHIP **PRIME**

GOOD **MAINTENANCE** LOWER FUEL
CONSUMPTION
AVAILABILITY



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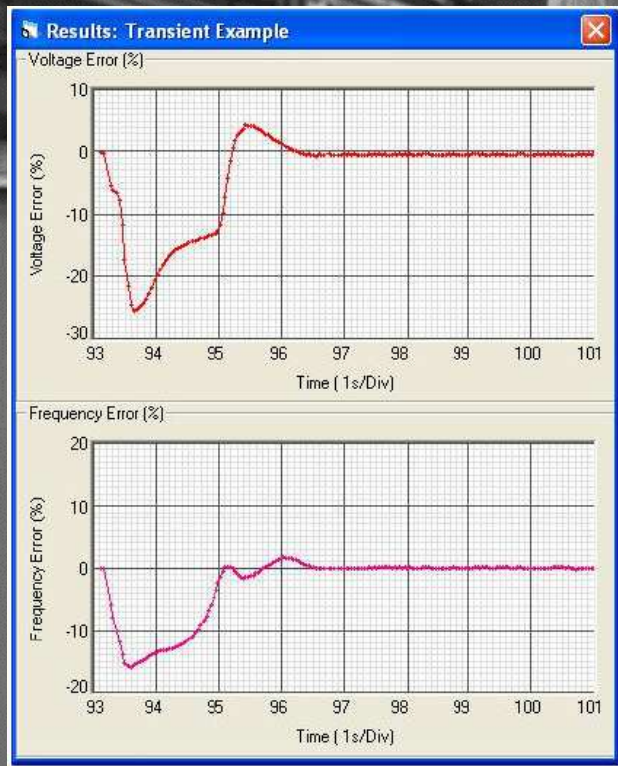
Generator Transient Response Demo

Product Support

EAME and Eurasia Product Support Team

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ISO 8528 Transient Performance

Performance Class	G1	G2	G3
Steady-state frequency band	2.5%	1.5%	0.5%
Maximum frequency dip	-15%	-10%	-7%
Maximum frequency rise	+18%	+12%	+10%
Frequency recovery time	10 seconds	5 seconds	3 seconds
Steady state voltage deviation	5%	2.5%	1%
Maximum voltage dip	-25%	-20%	-15%
Maximum voltage rise	+35%	+25%	+20%
Voltage recovery time	10 seconds	6 seconds	4 seconds

- **LOADING** to max power increase (around 60%)
- **UNLOADING** at 100%

Electric Power Service Training

Product Support

EAME and Eurasia Product Support Team

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CATERPILLAR®



TRAINING AND DEVELOPING OUR TECHNICIANS

Technician Development Plans

- Growth & Retention Top-Quality technicians
- “Blended learning”
- Cat and/or Certified Dealer Training Centers

On demand – Tailored Customer Training

Training **GLOBAL** Development

Technician Curriculum

- 123
- Industry Pyramid Structure
- Foundational / Advanced / Expert

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Questions?

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