



News Release

FOR IMMEDIATE RELEASE

Trane Leaders Share Holistic Service Strategies at 2011 Field Service West

- Experts share tips on leveraging services to drive reputation and the bottom-line -

Chandler, Ariz., April 25, 2011 – Every dollar of product sold has the potential to generate \$4 in services and \$4 in enhancements with a tailored, strategic services plan – resulting in an average 20-year customer relationship¹.

Global service experts with Trane, a leading global provider of indoor comfort systems and a brand of Ingersoll Rand, will help attendees at the 2011 Field Service West conference understand how strategic service offerings extend product lifecycle, achieve greater return on investment, gain maximum energy efficiency and deepen client relationships.

The presentations outline key approaches to a successful services model, such as:

- Creating a competency roadmap to achieve world-class performance
- Developing a compelling service offering and migrating to solutions selling
- Building internal services leadership
- Driving culture change to maximize services role within the organization

Speakers and topics include:

Larry Wash, president of global services for Hussmann, Thermo King and Trane, will discuss how to leverage the strength of a company's product heritage to build a world-class services business. Wash will share insights on how to maximize the customer relationship by providing tailored, strategic service plans that deliver the greatest return on investment.

Sue Wilson, transformational leader for Ingersoll Rand, and **Bob Reischl**, IS/IT leader for Ingersoll Rand, will address how to leverage insights on equipment conditions to develop relationships with customers. They will look at ways to mesh installed base equipment data with the manufacturer's knowledge and expertise to grow mutually beneficial customer relationships.

Sal Sorrentino, IT global director of Trane services, contracting and parts systems, will serve on a panel regarding optimization of service technologies. The panel highlights the latest developments in services technology including cloud computing, security and service networks. In addition, Sorrentino will participate in a panel discussion and provide insights on the latest e-service trends including developing a complete suite of interactive tools and customer data capture.

About the Conference

When/What: April 26, 2011

- Sal Sorrentino, 1:30 p.m. Akimel Ballroom 1
- Sue Wilson and Bob Reischl, 1:30 p.m., Akimel Ballroom 2

April 28, 2011

- Larry Wash, 8:05 a.m., Akimel Ballroom 1 and 2
- Sal Sorrentino, 5:05 p.m. Akimel Ballroom 1

Where: Sheraton Wildhorse Pass Resort, Chandler, Ariz.

Conference website: <http://www.wbresearch.com/fieldserviceusa/>

Field Service West is a forum specifically designed for service and support professionals in manufacturing, utilities and telecom industries. The event provides open discussion and networking for both technical support and customer service best practices.

Trane Leaders Share Holistic Service Strategies at 2011 Field Service West - 2

About the Speakers

Larry G. Wash

Larry G. Wash is the president of global services for the Climate Solutions sector of Ingersoll Rand. Climate Solutions is comprised of Hussmann, Thermo King and Trane, three industry-leading building, transportation and refrigeration brands. Wash has full responsibility for the management and performance of the services businesses which include aftermarket service and parts, turnkey and controls contracting, and performance-based energy services for commercial buildings and transportation.

With executive responsibility for the organization's strategic direction, operating performance and marketplace differentiation, Wash has led Hussmann, Thermo King and Trane on a multi-year journey to drive profitable revenue growth in attractive, emerging markets in Latin America, Asia Pacific, Europe, Middle East, India and Africa, as well as mature markets in North America. He has built a sustainable \$3 billion global business by creating an innovative vision and strategy, building high performance global teams, scaling practices, processes and technology globally.

Bob Reischl

Bob Reischl is an IS/IT leader for Ingersoll Rand responsible for development implementation of IT service fulfillment strategies and solutions in partnership with the service business. Reischl has 20 years experience in software development, information systems and business/technology relationship management. He has experience in heating, ventilation and air conditioning (HVAC) field service and pharmaceutical research and development. Reischl holds a BS in electrical and computer engineering from the University of Wisconsin.

Sue Wilson

Sue Wilson is transformation leader of Ingersoll Rand in the Climate Solutions division and brings 25+ years of project management experience in technician mobility, sales, operations, logistics and customer service. Wilson's industry experience includes HVAC, logistics, grocery and high-end computers.

Sal Sorrentino

Sal Sorrentino represents 32 years of experience with Trane in the areas of engineering, marketing, sales and information technology development, including design, development and support of service, contracting, parts and equipment sales processes.

He is responsible for the development of customer relationship management (CRM), sales force automation, order management, transportation management, master data maintenance, service, contracting and project management office systems. Sorrentino is currently leading a long-range strategic roadmap that aligns global business priorities with enterprise-wide IT/IS strategies.

About Ingersoll Rand

Ingersoll Rand (NYSE:IR) is a world leader in creating and sustaining safe, comfortable and efficient environments in commercial, residential and industrial markets. Our people and our family of brands — including Club Car®, Hussmann®, Ingersoll Rand®, Schlage®, Thermo King® and Trane® — work together to enhance the quality and comfort of air in homes and buildings, transport and protect food and perishables, secure homes and commercial properties, and increase industrial productivity and efficiency. Trane solutions optimize indoor environments with a broad portfolio of energy efficient heating, ventilating and air conditioning systems, building and contracting services, parts support and advanced control. Ingersoll Rand is a \$14 billion global business committed to sustainable business practices within our company and for our customers. For more information, visit www.ingersollrand.com.

Reporters may contact: Joan Schimml, (651) 260-4983, joan.schimml@trane.com.

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1. *Larry Wash, "Leveraging the Strength of Your Company's Product Heritage to Build a World-Class Services Business." April, 2011. © Ingersoll Rand.*