



News Release



FOR IMMEDIATE RELEASE

Contact:

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Field Service East Conference Attendees Learn about Workforce Utilization and Improving Customer Satisfaction from Trane

Charlotte, N.C., Sept. 12, 2013 — The ability to improve workforce utilization and training in an increasing complex business environment can have a direct, positive impact on customer satisfaction and service revenue.

Experts from [Trane](#), a leading global provider of indoor comfort solutions and services and a brand of [Ingersoll Rand](#), will discuss best practices for workforce utilization and training during the [Field Service East 2013 Conference](#). The conference, held Sept. 16-18, at The Westin Charlotte, in Charlotte, N.C., focuses on strategies to enhance the customer experience and improve service revenue.

Trane leaders will serve as presenters and panel participants in sessions addressing service organization training, new mobility applications and how to improve technician utilization.

Trane leaders participating in panel discussions:

Dane Taival, vice president, service, supply and contracting business for Trane - North America, will discuss ways to improve technician utilization across all functions of services, from tools and technology that help mitigate talent deficiencies, to modifying dispatch strategies and planning changes.

The panel will also address the appropriate balance of technology and process change as they relate to the size of an organization. Attendees will learn how to determine if an organization is truly efficient; what can be measured more effectively; and how to execute a services capacity plan to uncover efficiencies in scheduling and resource availability.

Presentation details:

Title: Panel Session: Increasing Technician Performance and Utilization in a Volatile Economy

When: Tuesday, Sept. 17, 12:05 p.m.

Where: Providence Ballroom 3, The Westin Charlotte, 601 South College St., Charlotte, N.C.

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Greg Parker, director service and training for Trane, will participate in two panel discussions. The first panel discussion focuses on a service organization's ability to effectively train employees to a common standard of performance no matter how different the workforce may be from others.

Attendees will learn how to identify key skills and match them to an organization's standardized processes. They also will explore workforce development and updating training procedures that focus on working off-line, on paper and with a variety of mobile devices. In addition, they will learn how to integrate a sales force and achieve higher customer satisfaction ratings.

Presentation details:

Title: Panel Session: Training and Developing a Competent Service Workforce

When: Monday, Sept. 16, 2:10 p.m.

Where: Providence Ballroom 3, The Westin Charlotte, 601 South College St., Charlotte, N.C.

Parker's second panel will discuss the approaches that are the most efficient for connecting technicians to training. Panelists will share what has been effective for them in communicating the goal of training and assessments. This panel will also address the types of training that have been successful in getting service reps to change the way they typically perform and what kinds of training have decreased the amount of time to generate results. Attendees should walk away with a plan to set realistic expectations to get a workforce on board with training initiatives.

Presentation details:

Title: Utilizing Training Technology to Effectively Assess and Close Skill Gaps of Your Service Organization

When: Wednesday, Sept. 18, 11:35 a.m.

Where: Providence Ballroom 3, The Westin Charlotte, 601 South College St., Charlotte, N.C.

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About the Field Service East 2013 Conference

Field Service East held Sept. 16-18, at The Westin Charlotte, in Charlotte, N.C., is a leading service and support event which attracts senior-level service and support professionals from 15 different manufacturing industries including aerospace, medical device manufacturing, hi-tech electronic, semi-conductor and capital equipment, construction, automotive, telecommunications equipment, energy, industrial and agricultural equipment and more.

About Greg Parker

Greg Parker is director, service and field development for Trane. He is responsible for leading the \$650 million Trane heating, ventilation and air conditioning building services business segment. Parker also leads the technical training and field-college teams in service and contracting for Trane- North America. He has more than 17 years of experience in product and project management. Parker previously worked as a service director for Hussmann where he led the North American heating, ventilation, air conditioning and refrigeration building services and solutions business segments. He holds a bachelor's degree in electrical engineering from Auburn University and a master's degree in business administration from Indiana University's Kelley School of Business.

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About Dane Taival

Dane Taival, professional engineer (P.E.), certified energy manager (CEM), is vice president, service, supply and contracting business for Trane - North America. In this role, he is responsible for developing and delivering commercial building modernization and improvement services and solutions. Taival also establishes the direction for the business and creates new offerings to fuel the organization's growth. He has been with Trane for 20 years and handles asset management and high performance building services, heating, ventilation, and air conditioning (HVAC) supplies, building controls and comprehensive solutions. Taival earned a bachelor's degree in mechanical engineering from the University of Minnesota and a master's degree in business administration from the University of Wisconsin-Madison.

About Ingersoll Rand and Trane

Ingersoll Rand (NYSE:IR) advances the quality of life by creating and sustaining safe, comfortable and efficient environments. Our people and our family of brands—including [Club Car](#)®, 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, ventilation and air conditioning systems, building and contracting services, parts support and advanced control. Ingersoll Rand is a \$14 billion global business committed to a world of sustainable progress and enduring results. For more information, visit ingersollrand.com or trane.com.

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