



Managed Services

A four-dimensional approach to your facility maintenance



Managed Services from Trane. *Our business is helping you* *stay focused on yours.*

If you have been dealing with multiple suppliers to maintain your building systems and equipment, that is more than one too many.

With Managed Services from Trane, you can call on a single source for the administration and maintenance of every system in your building—mechanical, electrical, plumbing and structural. We can also provide a host of complementary optional services in other areas, such as fire safety and security so your facility is expertly maintained, literally inside and out.

Of course, it's not just where you're covered—it's how. Our Managed Services offering approaches your needs from four dimensions:

Services Delivery

Our best-in-class services are managed out of our Intelligent Services Centers (ISC), a part of the Trane National Service Organization. A dedicated Customer Support Team, comprised of skilled professionals with deep industry experience, ensures a high level of quality control and customer satisfaction.

The Managed Services offering from Trane is delivered in the way that best fits your operations and management plan. For example, you can choose to have a technician on-site at all times. Alternatively, you can opt for our unique on-demand mobile service, delivered using local professionals, saving you time and money in the process. Whether the service ticket is automatically generated through an alarm, or by your request, qualified service personnel are dispatched and quickly en route. You can even tailor our services to use both on-site and mobile delivery if that best fits your organization.

After the service call is complete, our field supervisory team conducts an on-site quality control/quality assurance review. They will verify all work has been satisfactorily completed in compliance with your specifications.

Finally, before we close the work order, we provide a full report to ensure your satisfaction. It's a closed-loop process that begins and ends with you, the customer.



Technology

Using revolutionary systems analytics and advanced prognostics, we'll examine the performance of your systems and deliver the right skills, right parts and right materials at the right time. Our Trane Intelligent Services (TIS) technology performs analyses, generates reports and provides information on trends, deviations and repair opportunities. This proactive approach to facility maintenance delivers the analytics and problem-solving capabilities to address potential issues before they disrupt your operations and incur additional expenses. It's like having a team of technicians keeping watch over your facility around the clock—enabling you to spend less time on problems and more time on your core business.

Consultation

With the data gathered within an optimization process, we'll engineer a solution that delivers continuous improvement. You'll have the information and advice needed to maximize your cost reduction strategies, reducing more than 95% of purchasing activity and delivering the highest quality of facility maintenance available in the industry.

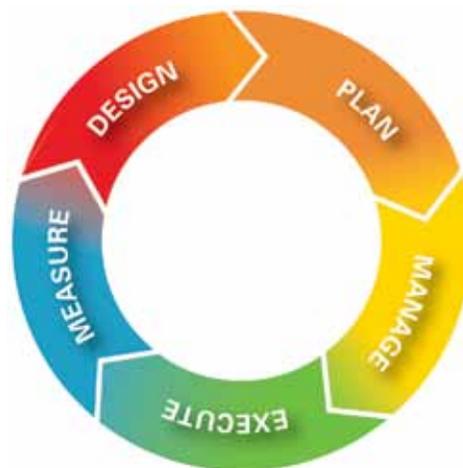
Results

Your facilities systems' performance and maintenance outcomes are tracked in accordance with ISO 9001:2008 quality assurance standards and site specific metrics. With this information in hand, we'll help you sustain your operations according to a quality control plan designed

to deliver your specified results. Additionally, with a Managed Services agreement, you'll enjoy the high standards of service performance and timeliness of delivery assured by Trane, a global OEM and service provider of some of the world's most technologically advanced building equipment and systems.

To provide you with the best decision-making information, we also provide a Value Report, a review of how our contracted services have helped you achieve your stated business goals. Simply put, you'll have documented proof that the benefits we promised through our Managed Services offering are what we delivered.

Ultimately, our approach to Managed Services is friendly to your business and the planet. We make decisions every day designed to ensure environmentally sound and socially responsible practices in every part of our business. You can be certain that we'll do the same with yours.



*A total facilities
maintenance
optimization process*

Scale up. Scale down. Customize services to fit your business goals.

When you choose Managed Services from Trane, you tap into the depth and breadth of offerings from Ingersoll Rand. Our combined strengths put a vast network of qualified service providers to work for you—a tremendous range of resources and expertise to maintain and manage every aspect of your facility's equipment and operations.

Plus, thanks to our extensive infrastructure of people, systems and processes, we can offer you unlimited flexibility and the ability to customize our services to fit exactly what your facility and operations need.

You get a custom-tailored solution—maintenance and management based not on the brands of your facilities' systems, but rather the level of performance you want out of it.

An asset management program may fit your requirements for better cost control, helping you with decisions about continued investments in scheduled equipment maintenance and repairs, versus replacement. Accurate data with true and total costs after purchase is a powerful tool for managing all types of building equipment and systems.

A positive impact across your whole business

Partner with Trane Managed Services for your key facilities maintenance functions, and you'll benefit from:

- Saving time and effort with a single-source supplier
- Reducing operational and maintenance costs
- Improving operational efficiency
- Boosting productivity
- Elevating your facilities' performance
- Maximizing energy conservation
- Implementing a robust safety improvement program
- Improving your buildings' indoor air quality
- Creating a more satisfying comfort level for building occupants
- Reallocating personnel, staffing and training resources

Most importantly, you can stay focused on your business—not your facility—and concentrate your attention and efforts on the core competencies that grow your company's revenue, profitability and market share.

Managed Services from Trane. The only supplier you'll need to know.



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®, 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. We are a \$14 billion global business committed to sustainable business practices within our company and for our customers. For more information, visit www.ingersollrand.com.