



## News Release



FOR IMMEDIATE RELEASE

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### **CSO Summit Attendees Learn from Trane about Transforming an Organization to a Service Culture**

**Boston, Oct. 17, 2013** – An effective service culture can be a vital strategic driver to the mission-critical objectives of a successful organization.

A leader and services culture expert from [Trane](#), a leading global provider of indoor comfort solutions and services and a brand of [Ingersoll Rand](#), will discuss how an organization can shorten the transformation time to a service culture and get business results at the 2013 [Chief Service Officer Summit](#) (CSO), Oct. 22-23, at the Seaport Hotel, Boston.

**Jason Bingham, vice president of energy services and controls for Trane North America**, will explore the challenges and benefits of transforming to a service culture. Cultural changes within an organization can often take long periods of time to execute effectively, and this discussion will highlight how organizations can shorten lead times and drive business results.

**Presentation details:**

Title: Service Culture Transformation: Change Service Culture Quickly and Get Business Results  
When: Tuesday Oct. 22, 4:20 PM - 5:05 PM  
Where: Plaza Ballroom, Seaport Hotel, 1 Seaport Lane, Boston

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**About the Chief Service Officer Summit**

The 8th Annual Chief Service Officer summit is a leading educational forum for service, customer care, and customer experience executives. The summit attracts business executives responsible for their customer service and customer experience management ecosystem; encompassing field service, customer support, contact center, customer experience, service parts and service logistics.

**About Jason Bingham**

Jason Bingham is the vice president of energy services and controls for Trane North America. Previous positions include central territory vice president for Trane North America, vice president of customer strategy for Trane North America and district manager for the Trane Virginia district. Under his leadership, Trane and the Virginia district have received multiple regional and national awards and distinctions. Bingham has developed strategies, planning processes and leadership curriculums that have been distributed across the nation. He has been with Trane for 22 years. Bingham holds a bachelor of science degree in electric computer engineering from the University of Tennessee.

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