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**Trane Discusses Leading-Edge Service Solutions at
Field Service USA 2015**

Palm Springs, Calif., April 16, 2015 – Global service experts from Trane, a leading global provider of indoor comfort solutions and services and a brand of Ingersoll Rand, will discuss strategies for effective technology-enabled maintenance at the [Field Service USA 2015 conference](#) on April 20-23, 2015, at the Omni Rancho Las Palmas Resort & Spa in Palm Springs, California.

For decades, facilities teams have turned to the calendar or hour meter to determine when it was time to service their heating, ventilating and air conditioning (HVAC) and other building systems. But recent innovations give organizations the information they need to perform maintenance when it is really needed and not just because it is scheduled.

Dane Taival, vice president of building services and customer care for Trane, will discuss how to turn these innovations into effective maintenance strategies.

Attendees will learn how to:

- Create effective service and maintenance strategies that are proactive, holistic, technology-enabled and knowledge-based.
- Use computer modeling, diagnostic testing, predictive technologies and other techniques to reach beyond run-to-fail and preventive maintenance concepts.
- Move to a predictive and reliability centered maintenance approach to improve service and overall customer satisfaction.

Taival Presentation Details:

Title: Transforming Maintenance to Improve Customer Service

When: Tuesday, April 21, 3:20-3:40 p.m.

Location: Fiesta Room 4, Omni Rancho Las Palmas Resort & Spa in Palm Springs, Calif.

Greg Parker, director of customer care at Trane, will discuss how technology-enabled technicians now offer high-end service that can help optimize system performance to increase customer satisfaction and reduce callbacks, ultimately facilitating business growth and improving the bottom line. He will address some specific cutting-edge capabilities offered by technology-enabled technicians, including the ability to:

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- Leverage the use of cutting-edge cloud and remote based technologies.
- Remotely access systems to pre-diagnose and troubleshoot an issue before coming onsite.
- Conduct model number query to access virtually all relevant information on the specific system using the unique serial number.
- Offer honed interpersonal “soft skills” to deliver the best possible customer service experience.
- Perform all job-related recording and reporting in one mobility solution.

Parker Presentation Details:

Title: The Technician Of The Future, Today: How and Why To Reap the Benefit Of Technology-Enabled Technicians

When: Tuesday, April 21, 3:40-4:00 p.m.

Location: Fiesta Room 5, Omni Rancho Las Palmas Resort & Spa in Palm Springs, Calif.

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About Field Service

The Field Service 2015 conference, held April 20-23, 2015, at the Omni Rancho Las Palmas Resort & Spa in Palm Springs, California, is the leading service and support event that 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. Field Service tackles the latest strategies in core service functions including mobility, workforce management, technical support and knowledge management.

About Ingersoll Rand and Trane

Ingersoll Rand (NYSE:IR) advances the quality of life by creating comfortable, sustainable and efficient environments. Our people and our family of brands — including [Club Car](#)®, [Ingersoll Rand](#)®, [Thermo King](#)® and [Trane](#)® — work together to enhance the quality and comfort of air in homes and buildings; transport and protect food and perishables; and increase industrial productivity and efficiency. We are a \$13 billion global business committed to a world of sustainable progress and enduring results. 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. For more information, visit www.ingersollrand.com or www.trane.com.

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