FINNING

Winning with our customers

Kelly Cole | June 2024

Structure
- Overview of Finning
- Electric Power overview
- Customer base / type
- How we serve customers in this space
    - Reman parts
    - Full overhauls
    - Remote monitoring
    - Oil samples
- Deep dive into what is important to them
    - resilence
    - Data center planning restrictions / operating permits
    - Sustainability challenges
    - - Need to build in the how / confirm / test
- How we are helping them solve the challenges they face
    - Reduced visits to
    - Data center planning restrictions / operating permits
    - Sustainability challenges

    More about the how we get this information
    - How do we get these insights
    - What do they see as variable and not
    - Test ideas with customers /
    - How do we ensure we doing the right things

Customer problem in their eyes
Problem / solution / value
Failing fast / learn quickly
Co-development
Solve technical / commercial / operational
- How do we do this

About Finning

About Finning.

The world's largest Caterpillar® dealer delivering unrivalled service for 90 years.

Commitment to integrity, reliability and resourcefulness.

Unmatched service and support capabilities enable customers to achieve the very best productivity from their equipment.

1933

UNRIVALLED SERVICE SINCE 1933

SELL & RENT EQUIPMENT AND PROVIDE PARTS & SERVICE.

18,000+

PEOPLE ACROSS 7 COUNTRIES

INDUSTRIES INCLUDE

MINING

CONSTRUCTION & INDUSTRIAL POWER

OIL & GAS

MARINE

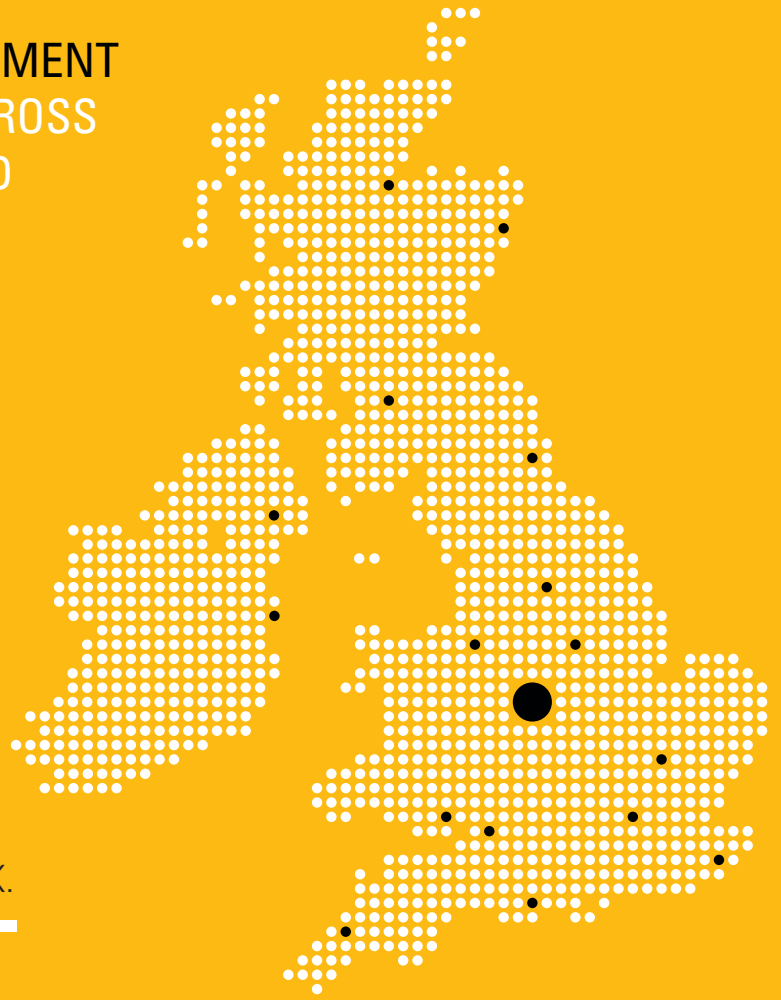
ELECTRIC POWER

UK overview.

Finning Energy & Transportation (E&T)
Caterpillar® and Perkins® power solutions for a diverse range of markets and applications. These include electric power generation, industrial OEMs, commercial and leisure marine, oil and gas, as well as off the shelf generators. All with industry-leading service and support.

Finning Equipment Solutions
Full range of Caterpillar products, machinery, equipment and services. Powering productivity in sectors such as agriculture, building and construction, landscaping, quarrying and waste.

CAT® EQUIPMENT DEALER ACROSS THE UK AND IRELAND



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UK LOCATIONS, HQ IN CANNOCK.

SUBSIDIARY BRANDS INCLUDE

DIPERK POWER SOLUTIONS

FINNING Power Rental CAT

HYDRAQUIP HOSE & HYDRAULICS

SITECH

rollo

Electric Power

Key UK customers.

Data Centres

Meta

aws

edgeconnex®

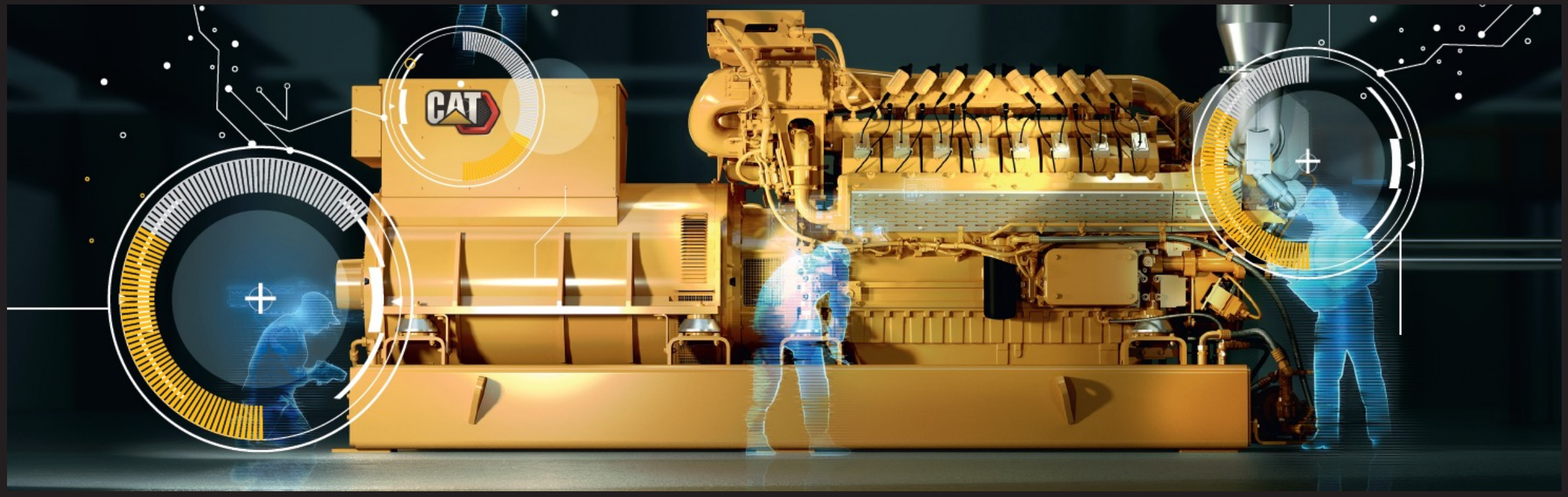
Microsoft

EQUINIX

VIRTUS

CyrusOne

Customer Value Agreements



MORE FLEXIBILITY

Our set packages and optional services make it easy to choose the right CVA for your business and your budget.

Whether you need parts delivered to coincide with your maintenance schedule, or an all-encompassing repair maintenance and technical support package, we have the right solution for you.

We offer a choice of five CVAs that give you the option to add further services to create the most appropriate solution for your business.

All of our standard agreements include the benefit of: Genuine Cat® Maintenance Parts, Digital Connectivity, Remote Condition Monitoring, Fluid Analysis, Flexible Payment Options and Inspections. If you prefer to build your own, why not try our Tailored option. Tailored gives you maximum flexibility while retaining the invaluable insight that Digital Connectivity and Condition Monitoring provides, leaving you free to bolt on any of our other value-added services.

MORE OPTIONS

	DIGITAL CONNECTIVITY	CONDITION MONITORING	FLUID ANALYSIS	FLEXIBLE PAYMENTS	MAINTENANCE PARTS	INSPECTION	INTEGRATED LABOUR	COMPLETE LABOUR	REPAIRS
ESSENTIAL Maintenance Kits — We provide you with everything you need to carry out all of your essential preventative maintenance using genuine Cat parts kits, supplied to you when you need them. Using Cat Inspect you will be able to record all inspections and keep track of asset condition.	●	●	●	●	●	●			
ADVANCED Integrated Labour — Get all the benefits of Essential, with the reassurance of Cat certified engineers* performing 1,000 and 2,000 hour services.	●	●	●	●	●	●	●		
COMPLETE Preventative Maintenance — The Complete preventative maintenance agreement takes the hassle out of servicing with Cat certified engineers* carrying out all required servicing with genuine Cat parts kits.	●	●	●	●	●	●	●	●	
ULTIMATE Repair & Maintenance — Our Ultimate repair and maintenance solution provides total peace of mind, with all servicing, planned repairs, and breakdown response covered, offering you maximum protection and performance.	●	●	●	●	●	●	●	●	●
TAILORED Customised Agreement — Completely customised to your business, Tailored support provides more of what you need and less of what you don't.	●	●							

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*During periods of high demand, we may use one of our Finning certified Rollo engineers to perform your service to our standards.

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DIGITAL CONNECTIVITY

STAY ONE STEP AHEAD

When it comes to equipment, knowledge really is power. The more you know about what's happening on the ground, the easier it is to make informed decisions. The more insight you have into machine and operator performance, the better you can plan and manage your operations.

LOWER COSTS AND IMPROVE EQUIPMENT HEALTH

Connecting your machines to our industry-leading VisionLink® platform is simple. As part of all Finning Value Agreements, Digital Connectivity provides you with access to live data from your machine's operating system and allows you to download up-to-the-minute reports to your desktop, tablet or mobile.

Once connected you can:

- See what your machines are doing and how efficiently they are doing it
- Monitor machine health, fuel consumption and operator performance
- Find the exact location of any and every machine – anytime, anywhere

BENEFITS

- **Increase productivity** – optimise machine and operator utilisation
- **Improve efficiency** – manage your entire fleet and jobsite via one interface
- **Control costs** – monitor and manage idle time and fuel burn
- **Optimise operator performance** – benchmark productivity and idle time
- **Minimise downtime** – schedule maintenance based on machine health
- **Reduce theft and fraud** – know where your machines are at all times

FLUID ANALYSIS

PREVENTION IS BETTER THAN CURE

Testing fluids on a regular basis and comparing the results with historical data enables us to make proactive recommendations. This means we can help extend your oil intervals, saving costs and the environment while ensuring action is taken before any failure occurs.

Our industry-leading Fluid Analysis laboratory is one of the largest and most sophisticated of its kind. Every year we test over 200,000 samples from all makes and models of machines for customers across the globe.

48 HOUR RESPONSE. REAL TIME REPORTING

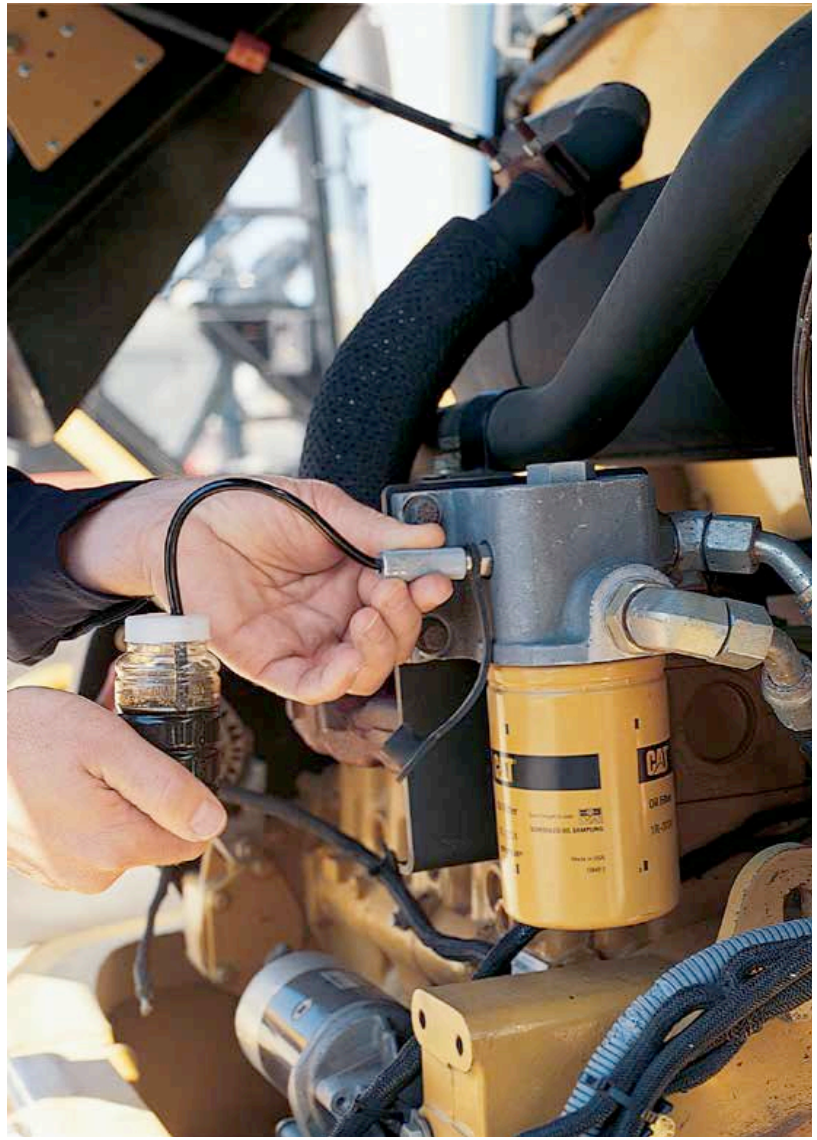
You will receive a Fluid Analysis kit for every machine covered, together with details of how and when samples should be taken. Testing takes place within 24 hours of us receiving your sample, and the results are available online within 48 hours of the tests being completed. Depending on the value agreement taken, we will include this in your maintenance kit, or if a Finning engineer is performing the service, we will take a sample.

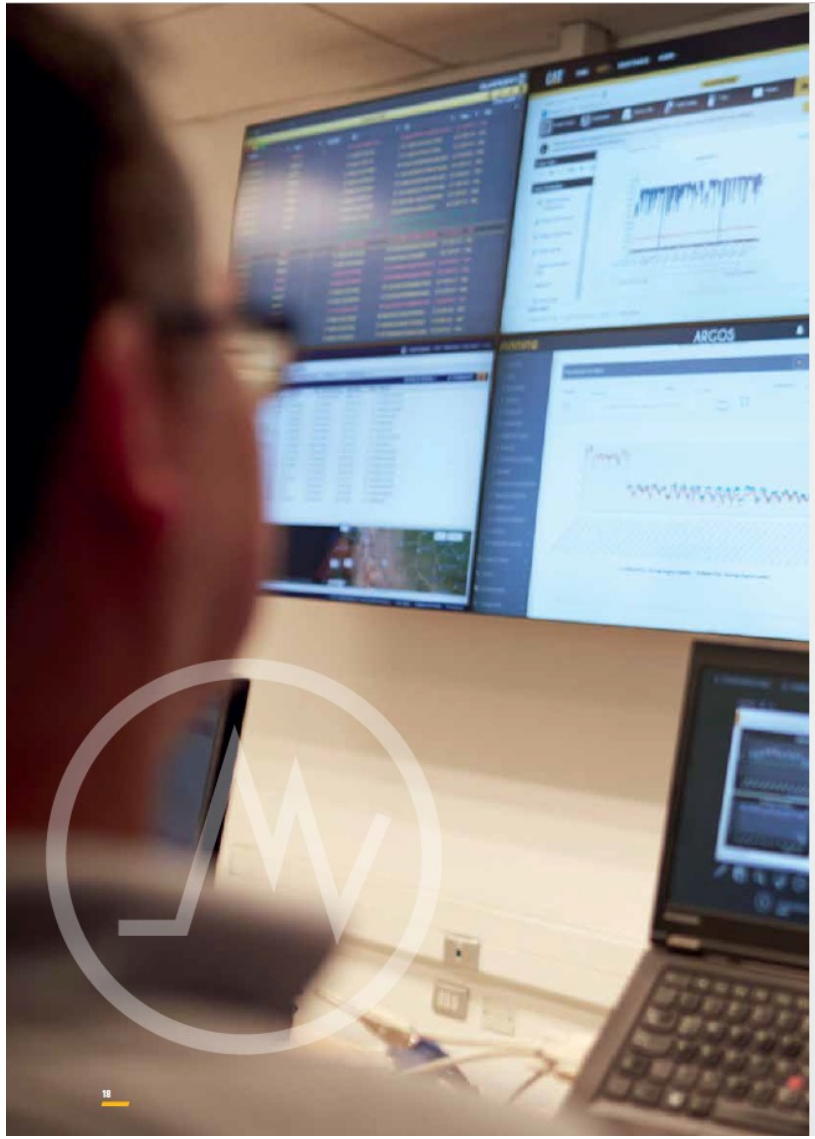
WHAT WE ANALYSE, AND WHY

- **Oil analysis** – allows us to predict oil life, identify changes in component condition and highlight wear trends
- **Coolant analysis** – detects the presence of contaminants that can impair the performance of the cooling system

BENEFITS

- **Longer component life** – protecting vital components from unnecessary wear prolongs equipment life
- **Less unplanned downtime** – identifying potential problems before they occur allows you to schedule maintenance
- **Enhanced safety** – protect your equipment and those around it by reducing the risk of failure before it happens
- **Reduced waste** – only replacing fluids when they need changing minimises waste and lowers environmental impact
- **Extended oil life** – changing oil based on condition ensures you get maximum value out of every litre





CONDITION MONITORING

KNOW-HOW TO GET MORE OUT OF YOUR FLEET

In today's modern world, we are surrounded by large amounts of data, unlocking its potential can give us a competitive edge. With a Customer Value Agreement from Finning, you don't just get access to critical machine data; you get access to a team of experts who can help you turn insights into actions that deliver tangible results.

OUR TEAM. YOUR RESOURCE

Our Finsight Condition Monitoring Team analyse and compare data from a variety of sources including Digital Connectivity feeds, Fluid Analysis results and inspection reports, to create a full 360° picture of your machine's health.

This allows us to:

- Make proactive recommendations to optimise performance
- Monitor wear on vital components
- Schedule repairs to coincide with service intervals
- Alert you to potential issues before they impact on performance
- Minimise the risk of critical failure

BENEFITS

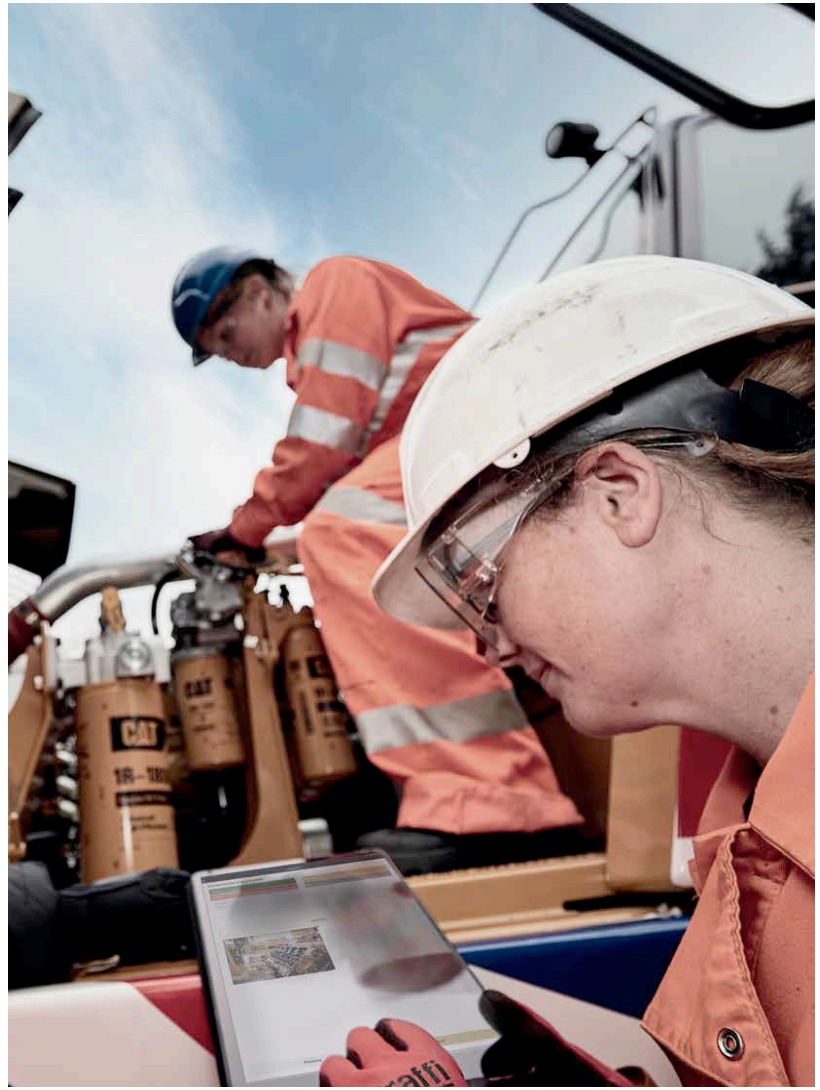
- **Greater productivity** – optimise the performance of every machine in your fleet
- **Maximise component life** – only change parts when they need changing
- **Reduced repair costs** – replace worn parts before they damage vital components
- **Increase operator efficiency** – see how your machines are being used and for how long

Cat® certified rebuild

Maximise value, minimise waste

Since 1985, Caterpillar® has completed over 25,000 rebuilds.
During the last ten years alone, their global remanufacturing facilities have returned more than 500,000 tons of end-of-service-life materials to productive use.

- All the benefits of the original engine
- All the advantages of the latest engineering updates
- 75% of the original engine recycled and reused
- 100% genuine Cat parts with new part warranty



FINNING | Aftercare Solutions

CUSTOMER VALUE AGREEMENTS

Built around you

FINNING CAT

FINNING CUSTOMER VALUE AGREEMENTS

GO WAY BEYOND

SERVICING AND MAINTENANCE

Your machines are built to work hard in the toughest conditions. Our Customer Value Agreements (CVAs) are designed to keep them working, every minute of every day.

Most importantly, they allow you to concentrate on your business in the knowledge that your fleet is in safe hands.

FOR MORE INFORMATION:

www.finning.com/CVA

productlink@finning.co.uk

0800 169 2186

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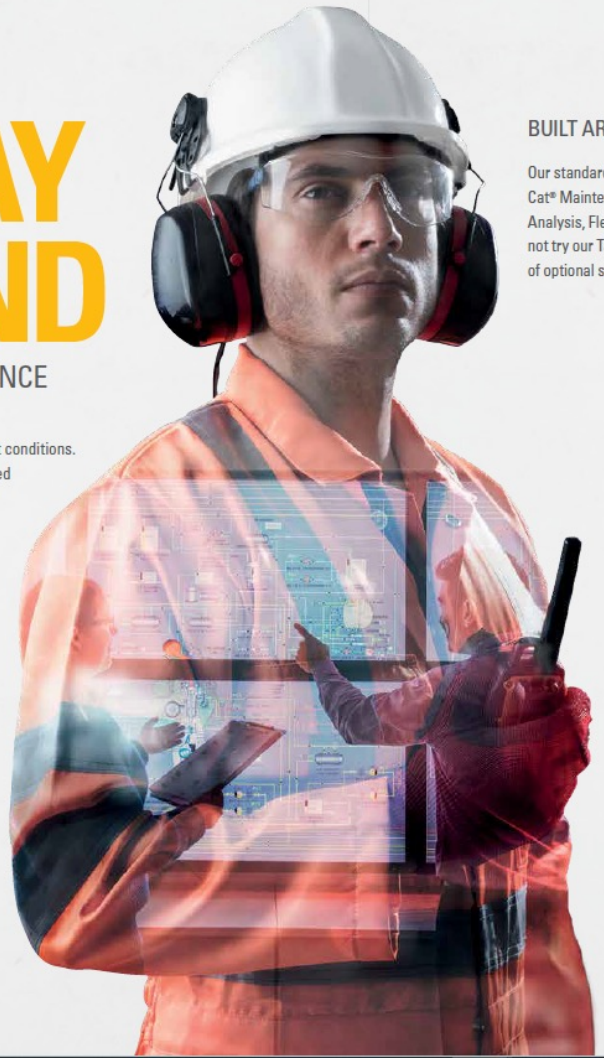

BUILT AROUND YOU

Our standard CVAs feature our six core preventative maintenance elements: Genuine Cat® Maintenance Parts, Digital Connectivity, Remote Condition Monitoring, Fluid Analysis, Flexible Payment Options and Inspections. If you prefer to build your own, why not try our Tailored option providing maximum flexibility. Combined with our wide range of optional services, you can be sure that we have the right CVA for you and your needs.

DIGITAL CONNECTIVITY

We use innovative wireless technology installed in your machines to connect with VisionLink®, which you can access on your computer or tablet. This information is then used to do everything from analysing performance and operator handling to ordering parts to coincide with service schedules

REMOTE CONDITION MONITORING

Using the information from VisionLink®, our Finsight Advisors will help you to keep your finger on the pulse of your equipment's health at all times. This will keep any unscheduled downtime to a minimum

FLUID ANALYSIS

Fluid sampling provides valuable data to help identify wear patterns, helping you to plan preventative maintenance. Identifying early signs of equipment fatigue and component wear greatly reduces the risk of critical failure

FLEXIBLE PAYMENT OPTIONS

Don't get caught out by maintenance costs. To help you stay on budget at all times, we have four different flexible payment options. Just pick the one that suits you best

MAINTENANCE PARTS

Maintenance parts typically represent just 3% of a machine's operating cost, why risk machine downtime by using alternative parts? Manufactured to the same exacting standards and specifications as your Cat equipment, genuine Cat parts deliver maximum protection and performance

INSPECTION

Get added value and more peace of mind from knowing that a Cat certified engineer has also performed a health check on your machine, or utilise Cat Inspect to complete inspection tasks and keep track of asset condition.

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A typical Data Centre Customers

Data Centre customers

Knowing your customer

- Understanding operating restrictions & contractual obligations

Deep dive into what is important to them

- Resilience, timing & sustainability

How we serve customers in this space

- Optimized maintenance schedule
- Reduced number of service events
- Reduced testing v's reliability

How we obtain these insights and put them into practice

- Trial and test solution
- Scales service offerings

Questions

- What steps to do you take to understand your customers business
- How have you developed and evolved your service offerings
- Have you held workshops with your customers to develop your service offerings

Thank you

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CAT
Rental Power
FINNING
Power Rental
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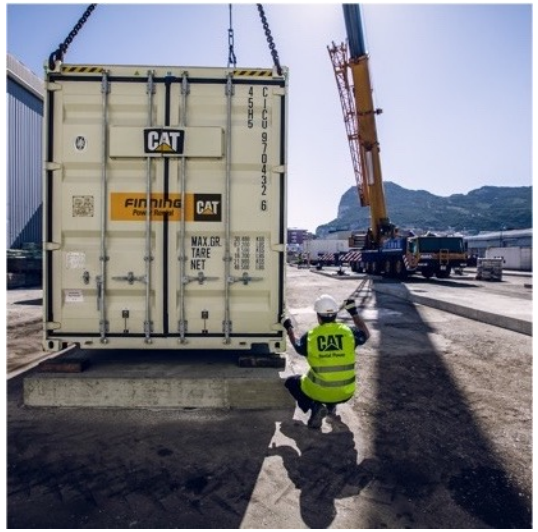
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