

First Call Resolution

First Call Effectiveness: **85.8%**

Over the last 12 months 42,049 field service calls were completed by **CNW**.

85.8% of all service calls did not require any additional parts, which exceeds industry standards.



Technicians Car Parts = Double

CNW technicians carry an average of \$8,650 in parts in their vehicle. The industry average is about \$4,176.

This ensures our techs will be more effective! Over **85%** of the time technicians have the parts needed to resolve the problem upon arrival.

Uptime for our customers is our priority!

Over the last 12 months **CNW** customers have an average uptime of over **99%**.

CNW technicians do it right the first time!

Superior Tenure & Experience

Our Service Department Management Team has an average of 20 years with **CNW** and 30 years of industry experience and all service technicians average over 22 years.

CNW has a high retention rate because we provide the Support/Technology/Training/Tools needed to get the job

CNW technicians have the experience to get our customers up and running!



Continual Training

CNW has a full-time 3T Certified Trainer on staff at our Manufacturer Certified Training Facility.

CNW technicians achieved over 700 manufacturer technical certifications in the last 3 years, which averages out to 14 new certifications per technician. That is a commitment to training!

CNW technicians are better trained!

(data from period ending 12/31/22)