

# First Call Resolution

## First Call Effectiveness: **92.8%**

Over the last 12 months over 36,000 service calls were completed by **CNW**.

**92.8%** of all service calls did not require any additional service, 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 **86%** 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 **98%**.

## 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 23 years.

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

**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 900 new manufacturer technical certifications in the last 3 years, which averages out to 12 new certifications per technician. That is a commitment to training!

## CNW technicians are better trained!

(data from period ending 12/31/23)