First Call Resolution

First Call Effectiveness: 93.7%

Over the last 12 months 30,000 field service calls were completed by **CNW**.

93.7% of all service calls did not require any additional service, which exceeds industry standards.

Technician's 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 **88%** 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 22 years with **CNW** and 30+ years of industry experience and all service technicians average over 23 years of experience.

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 800 new manufacturer technical certifications in the last 3 years, which averages out to 10 new certifications per technician. That is a commitment to training!

CNW technicians are better trained!

(data from period ending 12/31/25)

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New Ideas. New Solutions.