

## Shuttlewagon's expanded service support.

Source: Bill

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*Shuttlewagon's new service support now offers factory direct support with factory trained service providers.*

Shuttlewagon, Inc. in an effort to provide more consistent service support for its customers has initiated a program of factory trained service support. Driven by the success of a pilot program launched in early spring of 2011 Shuttlewagon now offers a number of factory trained service technicians geographically located in the Midwest and Southeastern regions of the United States, with follow up plans to offer services in other areas by spring of 2012.

These locally available service technicians reduce response time, keeping customers up and running in a more timely manner, and reduce customer maintenance costs. A scheduled preventive maintenance program offered by the factory and supported by these technicians has proven to be very effective in preventing costly down times for customers on the program.

A streamlined parts distribution system based upon the technician's inspection reports helps both the factory and technician ensure that the correct parts are available at the most local level possible. Combined with the regional proximity of the service technician to their coverage area, greatly reduces transit time, costs, and permits the technician to more productively maintain the Shuttlewagon .

For more information about Shuttlewagon's expanded service support (<http://www.shuttlewagon.com/services.html>) and coverage areas available or to see how it can help improve your maintenance and reliability issues visit (<http://www.shuttlewagon.com>) or call (816) 767-0300.

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