



SUCCESS STORY



TENNANT TRUE® SERVICE HELPS ENSURE AGCO'S SCRUBBERS PROVIDE PEAK PERFORMANCE

CUSTOMER

AGCO, a leading global manufacturer of agricultural equipment, offers a full line of products including tractors, combines, hay tools, sprayers, forage and tillage equipment that are sold in 140 countries worldwide. AGCO's diverse product line, global reach and technological solutions help their customers not only survive today's changing landscape, but to also prosper.

CHALLENGE

AGCO's maintenance employees maintain the manufacturing center's forklifts, as well as its fleet of 17 Tennant scrubbers. When forklifts needed maintenance, they were given priority over the Tennant scrubbers. This led to maintenance delays for the scrubbers, potentially causing them to go offline.

SOLUTION

After considering which maintenance functions could be successfully outsourced, AGCO decided to utilize Tennant True® Service. Due to the size of AGCO's scrubber fleet, the Tennant Service Technician is on-site once a month and is also available whenever AGCO needs an unscheduled repair. The Tennant Service Technician typically has the parts needed to make repairs or can have them within a day.

RESULTS

Since making the decision to utilize Tennant True® Service, Jeff Frantsen, Facilities Group Leader at AGCO's Jackson, MN Facility, is very pleased with the service AGCO receives. "Our Tennant Service Technician is excellent and accommodating – he comes whenever we need him. He's also very helpful and easy to work with," said Frantsen. "I'm happy to get caught up on maintenance and bring all our Tennant equipment to a well-functioning level." In addition to being pleased with the level of service, Frantsen is also confident that he is not buying any unnecessary service.

COMPREHENSIVE SERVICE, RELIABLE REPAIRS

AGCO now uses Tennant True® Service to perform all its planned maintenance on its scrubber fleet. The comprehensive nature of Tennant True® Service made this one of the easiest maintenance functions to outsource. Tennant True® Service's factory-trained technician uses genuine Tennant True® parts for fast, reliable repairs. These repairs help AGCO maintain the peak performance of their Tennant scrubbers while allowing its maintenance employees to provide service to the plant's forklifts.

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— JEFF FRANTSEN, FACILITY GROUP LEADER AT AGCO'S JACKSON, MN FACILITY

