



shop talk

# THE RIGHT FIT FOR YOU



## WHY CHOOSE CISCO-EAGLE?

OUR EMPLOYEE-OWNERS ARE THE SOLUTION

[www.cisco-eagle.com](http://www.cisco-eagle.com)



# A SPIRIT OF PARTNERSHIP

FIFTY YEARS OF PARTNERSHIP AND PERFORMANCE



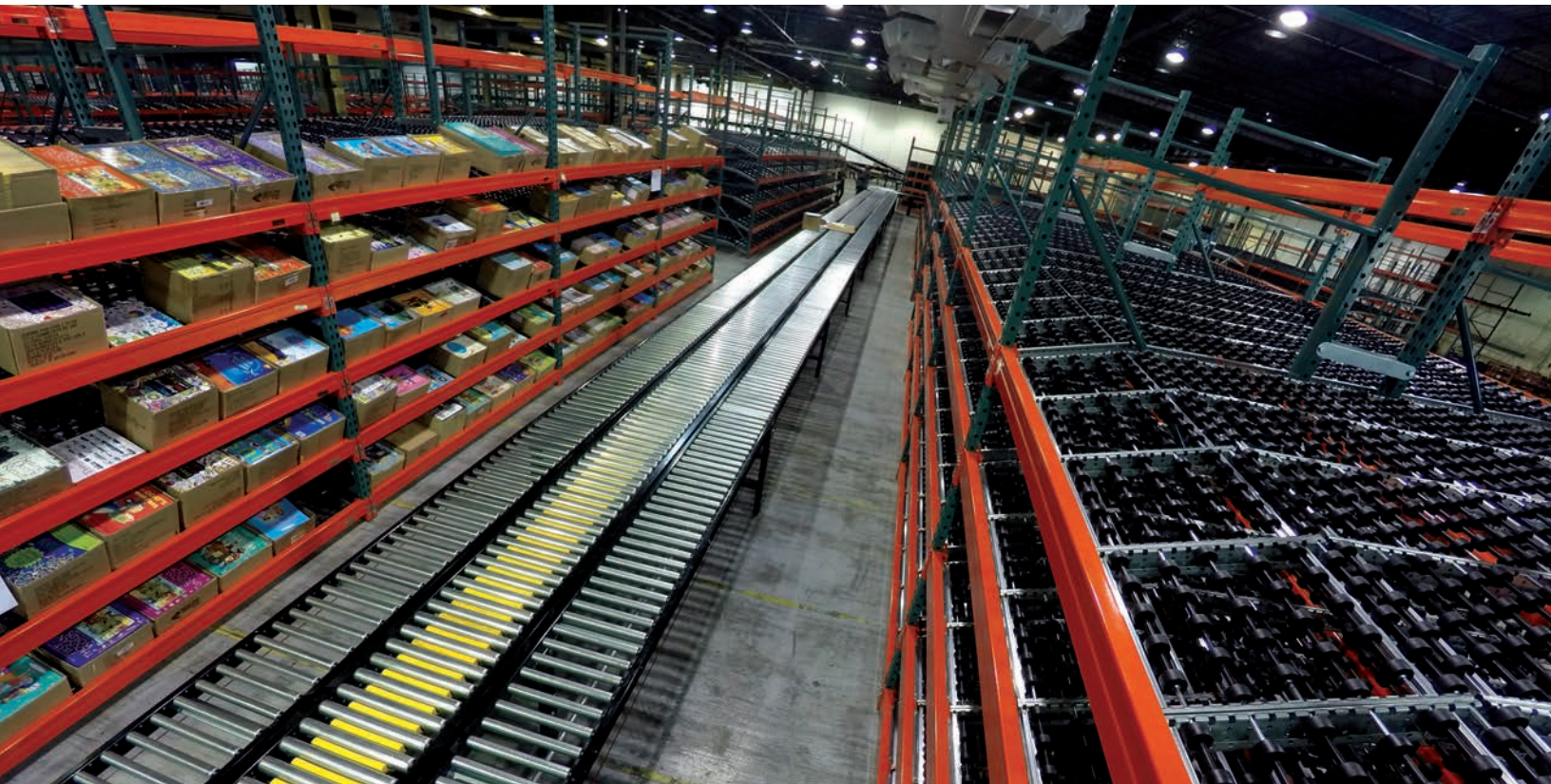
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When I started, there weren't many women in sales roles in the material handling industry. The majority of my customers are longtime partners who work with us time and time again because they like the solutions they get and the people they work with. You'll usually work with the same team for many years. **We're a long-term partner you can count on to get complicated projects right and take care of your business like it's our own.**

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—Christine, Employee-Owner Since 2003  
Account Executive





# THE RIGHT SIZE FOR YOU

## BIG-COMPANY RESOURCES; SMALL-COMPANY FOCUS



You need resources to handle complex projects—and many smaller companies can't do that—but you also need the focus from dedicated teams. You'll enjoy our unique combination of personal service and deep resources. **You need a company that combines deep resources with a personal touch.**

—Cameron, Employee-Owner Since 2016  
Sales Director



The fit—how a company matches to your needs—should be your main concern. Our culture is built for partnership with customers who want lasting performance and good value.

### Large-company resources

- We execute multiple large-scale projects without fear that employee departures, illnesses or accidents could endanger your application
- We have concentrations of personnel in certain geographic areas, but the proven ability to work virtually anywhere you need us to
- We have the financial strength to execute larger projects that small companies can't

### Small-company focus

- You'll work with the same team over many years because we retain key players longterm
- Your small projects matter to us. We won't turn away the kind of business some companies do
- We're willing to do custom applications and difficult work other companies won't try



# EXCEPTIONAL CUSTOMER SERVICE

EMPOWERED EMPLOYEE-OWNERS, RESOURCES AND PROCESSES

## SERVICE



Advice



Support



Quality



Competence



HELP



Satisfaction



I joined Cisco-Eagle in 2012 and they made me employee-owner of the year in 2016. I love working here. One thing I enjoy is that I can take care of customers and make decisions, even if that costs extra money or takes extra time. **I get to make the right decisions to take care of our customers and make sure you get the best possible experience working with Cisco-Eagle.**



—Tina, Employee-Owner Since 2012  
Customer Sales & Service

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## RESOURCES, TRANSPARENCY AND ACCOUNTABILITY

**Everyone touts their customer service, but it's impossible to know how you'll be treated in advance**

- Exceptional service is more than great attitudes. It's people, processes, training, resources and information—and it's never by accident.
- Our customer service teams design processes and measurements to make sure we're always improving.
- We're looking for ways to make sure our customers are happy.
- All employee-owners receive detailed and ongoing customer service training. We know that empowered people armed with good information will make decisions that serve our customers best.

### Our customers do the talking

We survey our customers and publish the results—something none of our competitors do.

- Every year, we summarize ongoing customer service survey results on our website.
- We solicit ratings and reviews through a verified partner, TrustSpot. Once a customer reviews us, we have no control of what is said or the ratings. It's all public—positive or negative. <https://www.trustspot.io/store/Cisco-Eagle>



# SYSTEMS INTEGRATION

ENGINEERING, DESIGN AND IMPLEMENTATION SERVICES



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I enjoy solving problems and the different types of projects I work on—from order picking conveyor systems to deep freeze high-density storage to

moving heavy manufactured components. You can count on our expert application design and project management. We've done multiple, simultaneous projects for 50 years so we can handle most anything you need. **I like finding better ways for our customers and helping them improve.**

—Brandon, Employee-Owner  
Systems Integration

## Collaboration and innovation

The kind of support your project deserves is the kind our systems integration group delivers. You don't need surprises, delays or poor decisions that sacrifice reliability and quality for a few dollars.

- **You can count on our experience:** Cisco-Eagle's systems integration group brings you nearly 200 years of combined design and implementation experience across a large variety of industries and applications. We have thousands of successful projects and applications.
- **You can count on innovation:** We educate constantly, learning new methods and technologies to meet your needs. This systematic training approach helps us—and our customers—maintain modern and efficient approaches.
- **You can count on our depth:** Most of our local competitors can't provide comparable depth of engineering, experience and resources and typically can't adequately service large, simultaneous projects. Many larger companies can't match our focus and responsiveness.





# SAFETY INNOVATORS



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My job is to make people safer at their jobs and I'm grateful I get to do it. **I design and implement forklift safety systems that help manage dangerous areas where people and lift trucks are in close or frequent contact.**

—Markus, Employee-Owner Since 2015, Safety Products Group



- Our innovative safety products group develops safety systems for forklift-pedestrian danger zones and other common industrial safety problems. This includes low-visibility areas, high-traffic zones, blind corners, workcells and other problem areas where people and industrial traffic mingle.
- We help companies create safer traffic plans and exclusion zones that reduce the chances for industrial accidents using a practical combination of sensor technology, processes, barriers, visibility enhancements and other systems.
- Our AisleCop® automated forklift safety system offers a highly configurable way to guard against collisions in dangerous areas of your facility.
- Sensors, such as the AisleAlert floor projection light system and the ZoneSafe proximity pedestrian detection system, reduce accidents by increasing awareness.





# DEDICATED FIELD SERVICE

DOWNTIME IS EXPENSIVE TIME; LET US HELP YOU REDUCE IT



In my job, the most satisfying thing is to get a customer's operation up and running when they have a problem. You can see how much it means to them. Most of the companies in this business who have technicians train them mainly for forklifts, not for things like conveyors, docks or vertical lifts that we specialize in. I've driven five hours in the middle of the night to repair a conveyor line to help a customer get out of a jam. **I like making things work for our customers.**

—Eric, Employee-Owner Since 2008  
Field Services Manager



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## Expert aintenance and service

We have in-house conveyor and material handling technicians. Our service technicians are extensively qualified. They are factory-certified for major lines of material handling and other types of plant equipment.

- **You can count on us 24/7:** We repair critical systems overnight and on holidays. Our service line, 800-230-9247, is answered 24/7.
- **You can count on our skills:** Cisco-Eagle factory-certified technicians have a deep understanding of conveyors, carousels, lifts, dock equipment, storage and other material handling equipment. We're OSHA-30 trained and work safely.
- **You can count on our collaboration:** We often work with maintenance departments to help them extend equipment life and reliability. We team with you and your people to provide the best solutions.
- **You can count on our resources:** It's risky to depend on third parties when it comes to critical systems that must run reliably. If there are issues, you'll have the full resources of Cisco-Eagle to resolve them.

# WORK WITH OWNERS. EVERY TIME.

EVERYONE AT CISCO-EAGLE IS A SHAREHOLDER AND PARTNER

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We bend over backwards to serve customers—and for each other—because we’re all partners working for a common future. I do my part for myself and my partners to help all of us. **We grow only when we take care of customers and keep them coming back.**

—Alfredo, Employee-Owner Since 1999  
Warehouse Coordinator

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**People stay at Cisco-Eagle twice as long as at most companies, meaning that you’ll work with a deep and talented staff—today, tomorrow and into the future**

While the national employee tenure average is only four years, Cisco-Eagle employee-owners average over a decade. 18% of us have at least 20 years. Over 58% have been partners in the company at least five years—which on its own exceeds the national average. This stability builds expertise you can rely on.

## **The difference empowered employee-owners can make for you**

- Access to the same sales, service and engineering teams makes all the difference for complex projects.
- People who are fulfilled and loyal to their company always deliver better service. People stay with Cisco-Eagle for the longterm due to our culture and shared equity. Cisco-Eagle’s employee-owners are fulfilled in their work lives. You’ll know the difference when you see it.
- We stay current on technology and more—our employee-owners average over 40 hours training a year.
- The National Center for Employee Ownership says employee-owned companies have superior financial and customer service outcomes. We believe relationships and consistency help us deliver great customer service. It’s the “secret sauce” we’ll bring to you.