



# THE RIGHT FIT FOR YOU

 Cisco-Eagle

## WHY CHOOSE CISCO-EAGLE?

OUR EMPLOYEE-OWNERS ARE THE SOLUTION

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



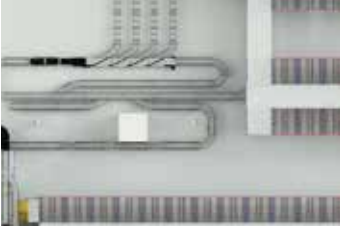
# 50 YEARS OF PARTNERSHIP

SYSTEMS INTEGRATION

SYSTEMS TECHNOLOGY

FIELD SERVICES GROUP

SAFETY AUTOMATION



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



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



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



shop **talk**

“We’re a long-term partner with over five decades of performance. You can count on to get complicated projects right and take care of your business like it’s our own. 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. Because of our ownership culture, you’ll usually work with the same team for many years. In our world, that consistency is critical.”

—Christine, Employee-Owner Since 2003  
Account Executive



# THE RIGHT SIZE FOR YOU

## BIG-COMPANY RESOURCES; SMALL-COMPANY FOCUS



**“You need a company that combines deep resources with a personal touch.** 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. It makes a big difference.”



—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
- 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

## OUR CUSTOMERS DO THE TALKING

Customers review Cisco-Eagle through an independent service. Whether good or bad, we publish every review. Exceptional service means great attitudes, streamlined processes, training, responsiveness and commitment.

*All companies claim great service, but few publish customer ratings in real time.*



**“I make the right decisions to take care of our customers and make sure you get the best possible experience working with us.** 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.”



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



## 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 constantly search for ways to to make our customers 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.

- Every year, we summarize ongoing customer service survey results on our website.
- We ask our cusotmers to rate us and publish the results. Reviews and ratings are public—positive or negative.
- See our real-time customer reviews & ratings: <https://app.ravecapture.com/store/Cisco-Eagle>

# SYSTEMS INTEGRATION

## MATERIAL HANDLING AUTOMATION: DESIGN AND IMPLEMENTATION



shop talk

“I like finding better ways for our customers and helping them improve. our teams enjoy solving problems and the different types of

projects—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 any application you have.”

—Brandon, Employee-Owner  
Systems Integration



### VIDEO: AUTOMATION

*How do we approach automation? How should you evaluate your needs? What is the business case for automation?*



### Collaboration and innovation

The support your project deserves is our aspiration. You don't need surprises, delays or poor decisions that sacrifice reliability and quality.

- **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.

# SYSTEMS TECHNOLOGY

## CONTROL SYSTEMS FOR CONVEYORS AND AUTOMATION TECHNOLOGIES



“We breathe life into automated systems. Count on us to help you operate more efficiently. Our systems technology team specializes in helping our partners and customers with optimized control solutions, PLC programming, and HMI based automation with a focus on your project requirements. We’re proactive, detail-oriented...and we think outside the box. Whatever your project we can help you from design concept to customized control panels that help drive speed and accuracy. Contact us today for help with your next automation project and we’ll show you the difference.”

—Chris, Employee-Owner  
Systems Technology Group



SEE MORE:



Videos, applications and more.



### Decades of automation experience

- Our UL508A panel shop fabricates for 24, 120, 480 volt power
- A focus on partnership with our customers and partners
- Software is easy to trouble-shoot, upgrade, modify—and repair, if needed
- From concept to build-out, we work with you to create exactly the solution you need to operate your business
- Designs are documented on CAD Electrical drawings including details for efficient electrical geography details



# SAFETY AUTOMATION SYSTEMS



shop talk

“I design and implement forklift safety systems that help manage dangerous areas

where people and lift trucks are in close or frequent contact. My job is to make people safer at their jobs and I'm grateful I get to do it.”

—Markus, Employee-Owner Since 2015, Safety Automation Group Manager



- Our safety automation group develops safety systems for forklift-pedestrian zones and other common industrial safety problems. This includes low-visibility 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.
- AisleCop® automated forklift safety systems help prevent collisions in dangerous zones.
- Sensors, such as the AisleAlert floor projection light system and the ZoneSafe proximity pedestrian detection system, reduce accidents by increasing awareness.



SEE MORE:



Specifications, video and detailed safety automation info.

# DEDICATED FIELD SERVICE

DOWNTIME IS EXPENSIVE TIME; LET US HELP YOU REDUCE IT



“ I’ve driven five hours in the middle of the night to repair a conveyor and get a customer running.

The most satisfying thing is to get a customer’s operation up and running when they have a problem because you can see how much it means. Most companies in this business mainly service forklifts, not for things like conveyors, VRCs, docks or vertical carousels we specialize in.”

—Eric, Employee-Owner Since 2008, Field Services Director



## SEE MORE:

Detailed information on Cisco-Eagle field services and all the ways we help add value to your operation.



## Expert maintenance 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



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



## Because we are owners, 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 much longer tenures. 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 long-term relationships and consistency help us deliver great service. It’s the “secret sauce” that conventionally owned companies struggle to match.

# SAFETY COMPLIANCE CERTIFIED

DOCUMENTATION AND COMPLIANCE SYSTEMS ARE PART OF OUR CULTURE



“We adhere to and document compliance with your safety and operational requirements. Many companies these days require their contractors and subcontractors to submit detailed safety plans and to comply with third-party certification services. Companies who can’t meet with these corporate requirements often cannot work on some or all of their sites the way Cisco-Eagle can.”

—Sharon, Employee-Owner Since 2005, Customer Service



shop 



## Compliance management: We are an ISNetworld preferred provider

ISNetworld is a global resource for connecting corporations with safe, reliable contractors/suppliers from all types of industries. More than 500 hiring clients, of varying sizes, industries and regions use ISNetworld to manage their contractors' and suppliers' information, streamlining the qualification process, promoting transparency and communication and allowing hiring clients and contractors to create safer work environments.