

# Customer Equipment Solutions: Onsite Programs

How to optimize fleet maintenance and management on your site



# Keep your equipment working as hard as you do.

Keeping your fleet operating at peak efficiency, well-maintained and ready when you need it is no easy task. In fact, most companies we work with struggle without a well-defined strategy to operate and maintain all the equipment on the worksite. They face many of the same problems:

- Limited visibility into the state of their fleet leads to a reactive approach to maintenance, and that leads to unplanned and costly repairs.
- Fragmented processes, often relying on manual work order processing leads to inefficiency.
- Managing parts and procurement with multiple vendors leads to frustrating logistics, logjams, obsolete parts, and higher costs.
- Lack of an overall fleet strategy means serious underutilization of assets and no real way to know when to rent, when to own and when to sell to maximize residual value.

**Few companies have the systems designed for equipment operations, processes and resources—and the natural aptitude and focus—to operate their owned and rented fleets effectively.**



# The Solution: United Rentals Fleet Maintenance Management Program

How you manage your fleet can have a big impact on driving overall worksite performance. And that's why we created a site-specific Fleet Maintenance Management Program to help you maintain—and manage—your owned equipment and site vehicles using the same systems, processes and expertise we apply every day to our more than 14+ billion dollars in fleet.

From inspections and repairs to utilization tracking and strategic consulting, our experts can keep your assets ready when you are—and help you get the most from your investment in fleet.

Working together, we'll build out a site-specific program that maximizes the benefits based on your site's needs. You focus on running your worksite, while we turn the challenges of managing your fleet into an efficient, hassle-free operation.

Primary components of most fleet management solutions include:



## MAINTENANCE SERVICES

# Professional maintenance done on your site by our skilled technicians.

We'll station a dedicated team of our factory-trained, certified mechanics right on your site. No repair is too complex, and every repair is done with the same level of quality and expertise we use to condition our more than 690K+ unit rental fleet. If we can't service something ourselves, we'll contract the right vendors on your behalf.

### Onsite maintenance work typically includes:

- Planned repairs/preventative maintenance following defined Service Intervals per OEM recommendations and ANSI-OSHA-CRA requirements
- Standard unplanned repairs
- Monthly/annual inspections – ANSI, OSHA, CSA
- Parts management
- Warranty work
- Specialty repairs
- Tire repair
- Bodywork/glass
- State vehicle inspections

## ASSET TYPES MANAGED

Mobile Equipment	Site Vehicles	Specialty Assets
Air Compressors	Bucket Trucks	Ambulances
Backhoes	Fuel Trucks	Emergency Response Trailers
Booms Lifts	Haul Trucks	Emergency Response Trucks
Cranes	Lube Trucks	Fire Trucks
Excavators	Lugger Trucks	Fire Water Pumps
Industrial Forklifts	Standard Passenger Vehicles - Trucks	Generators
Loaders	Standard Passenger Vehicles - Sedans	Pumps
Mini-Excavators	Standard Passenger Vehicles - SUVs	RICE Generators
Personnel Lifts	Trailers	RICE Pumps
Reach Forklifts	Utility Vehicles	Stationary Generators
Scissor Lifts	Water Trucks	Stationary Pumps
Skidsteers	Winch Trucks	Tuggers / Pullers
Small Tools		Other - Per Site Requirements
Welders		

**PARTS AND MATERIAL MANAGEMENT**

# We've got you covered.

We will design a parts and material program to meet the immediate needs of critical and non-essential assets while balancing the requirements (and expense!) of stocked parts to that of just-in-time delivery. We have the brands you rely on for every kind of fix, from routine tune-ups to major repair.

**Parts Management**

- All parts procurement managed through United Rentals fleet management systems
- Leverage United Rentals' buying power with OEM dealers and alliance vendors
- Develop JIT delivery methods
- Determine requirements for stock parts—critical assets
- Evaluate current parts inventory—Identify active and obsolete parts (Goal—0% obsolete parts)

**FLEET SYSTEMS**

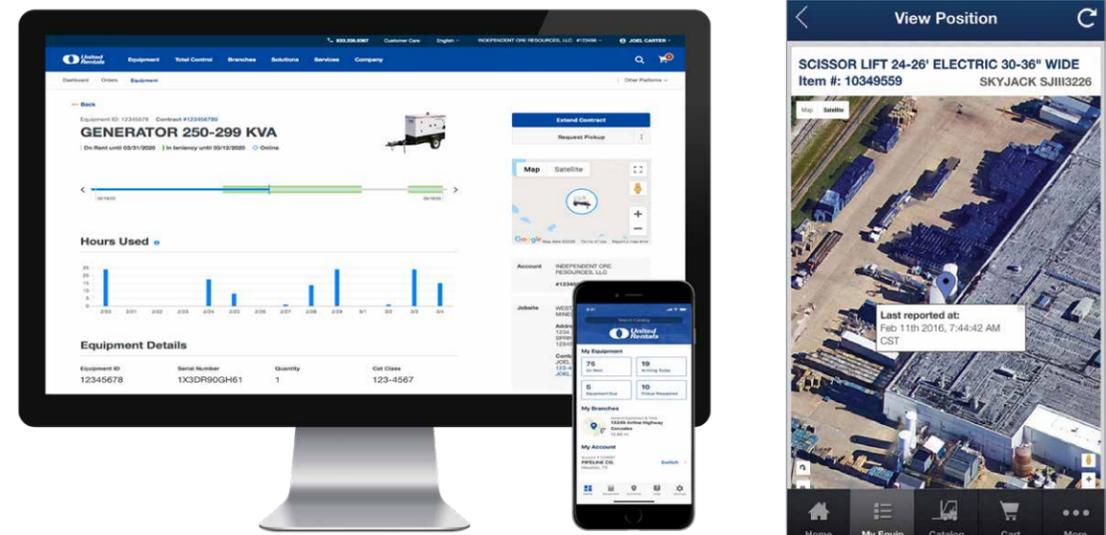
# Best-in-class systems for best-in-class performance.

Getting the most value from your equipment and vehicles takes more than a maintenance program; it takes active management. That's why we'll provide a **single point of contact** to oversee your fleet operations using the state-of-the-art systems and tools we use to manage ours. We'll also apply the same best-practices we use every day to manage our \$14 billion fleet at our more than 1,100 branches to help foster a culture of continuous operational improvement.

- A single point of contact for fleet operations
- United Rentals' fleet management systems, including Total Control®, the industry's leading platform for viewing and managing rented and owned equipment.
- Defined service schedules
- Work order processing
- Proactive service alerts
- Comprehensive performance reporting
- Fueling solutions



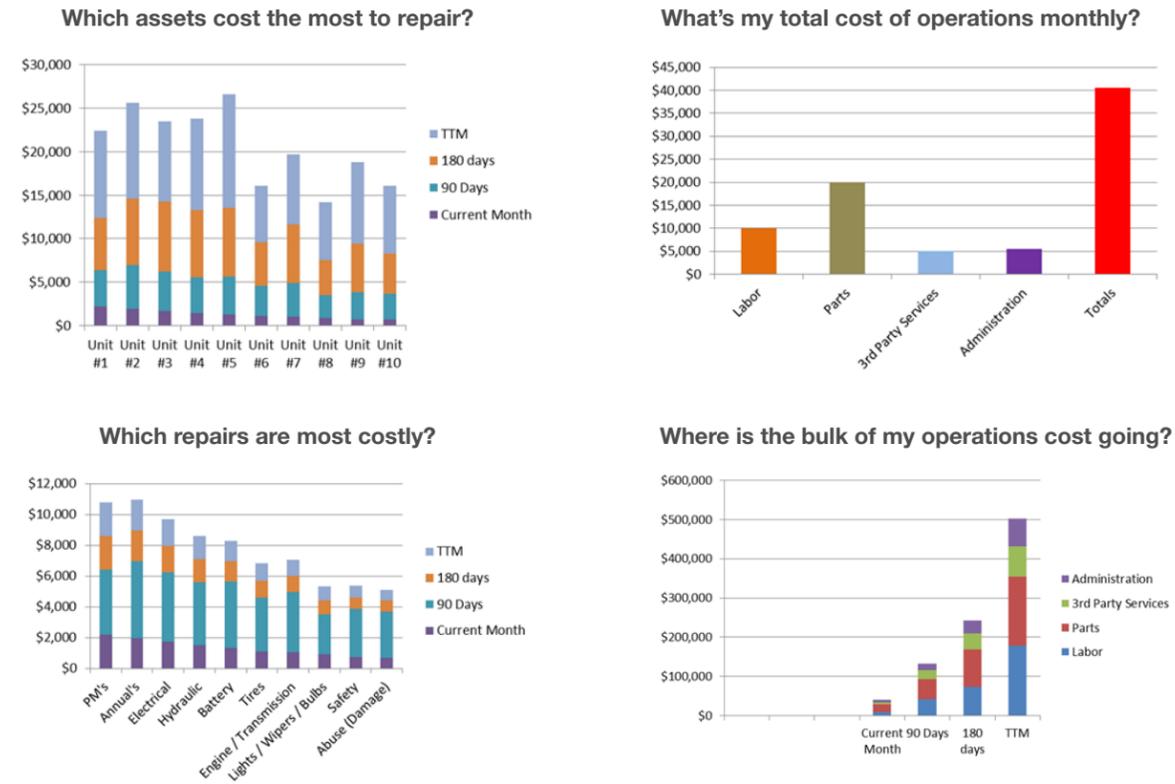
United Rentals systems and technology work together to help you see, measure, manage and optimize your equipment usage. **Telematics** tagged equipment (whether rented or owned) brings full visibility to your fleet. United Rentals can even tag your equipment for you. All of the information and insight is easily accessed through **Total Control®**, a cloud based worksite management solution that helps you make the most of your equipment fleet. With **Telematics** and **Total Control®**, you can track location, utilization and access. Most importantly, you will have the insights to help you benchmark usage and optimize your spend on equipment.



**FLEET ADVISORY SERVICES**

# The insights you need to make the right decisions.

Better insights lead to better performance. We combine data and expertise to help you answer these types of questions:



**Fleet advisory services typically include:**



**Equipment lifecycle planning**

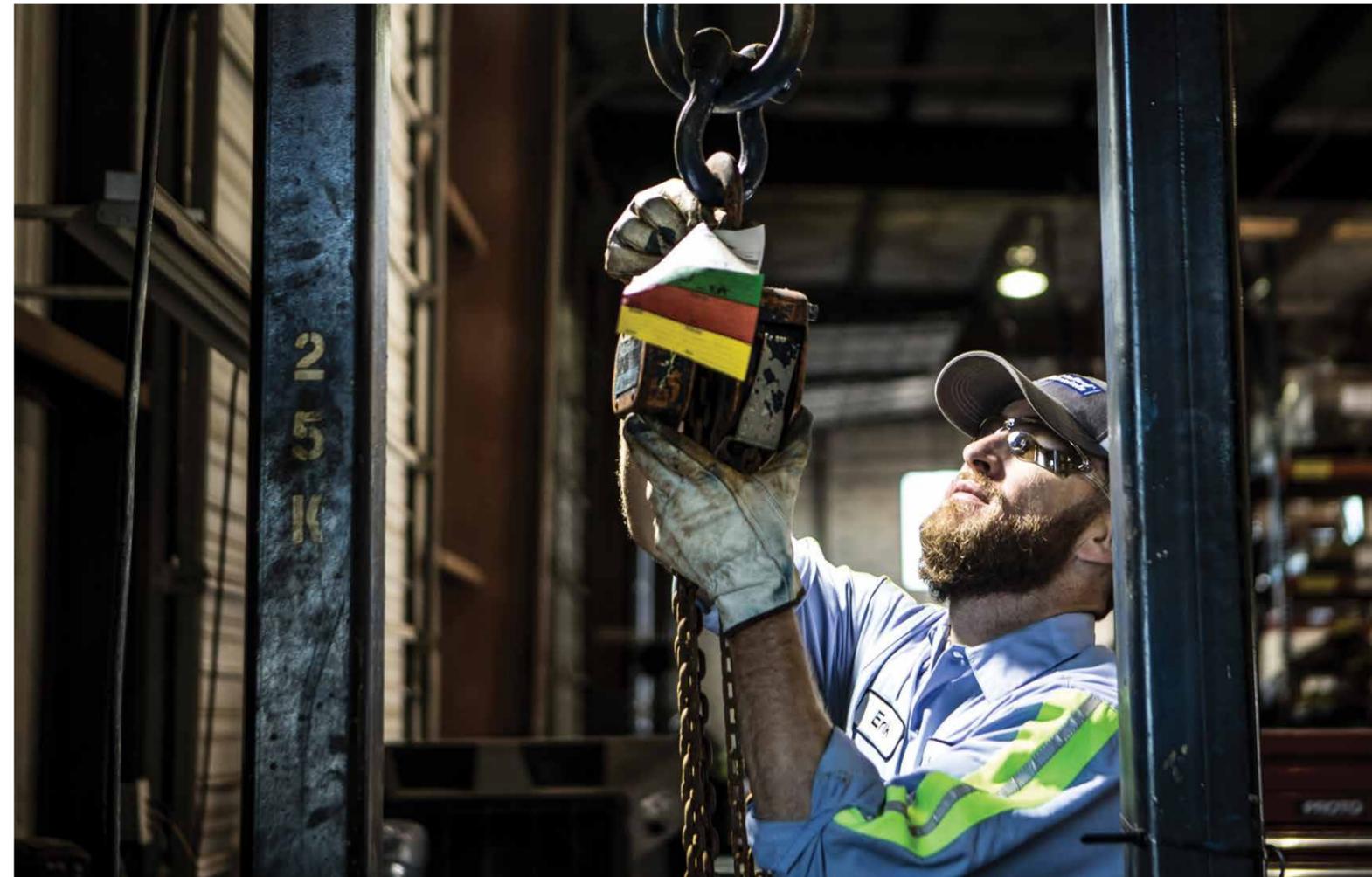


**Fleet right-sizing**



**Development of site-specific fleet strategy**

What impact should you expect? Customers using United Rentals' Customer Equipment Solutions have seen breakthrough results. One example is a large refinery in Sunray, TX, was able to save the site over 20% of the total cost of maintenance operations within the first 90 days of implementation. In addition, within the first two months, preventative maintenance compliance increased from under 40% to 100%.



# Contact us now for a complimentary site assessment at CESsupport@ur.com

- ✓ Preliminary review of site equipment and vehicle asset listing
- ✓ Comprehensive site assessment
- ✓ Review findings, identify opportunity and share proposal
- ✓ Implementation of well-defined maintenance operations program
- ✓ Delivery of insights and development of fleet strategy

## Fleet management. At your service. On your terms.

Now you know the breadth and depth of fleet management services we can offer. And the value that off-loading this critical part of your operation can mean in terms of increased efficiency, insight and operational uptime.

As the largest equipment rental company in North America, you'll have the confidence to know that we will manage your fleet operations the same way we do with our \$14B+ equipment across 1,100+ locations, and over 600k+ total units. You'll have the assurance of a single Point of Contact, who will get to know your operation inside and out. And you'll have access to dedicated, certified mechanics that know your operations and know your fleet.

Not ready? We can easily deliver a scaled back approach with on-demand maintenance and repair, inspections, 24/7 service, and retail parts sales.

# The best people, equipment and solutions in the industry.

Whatever your projects demand, you can depend on United Rentals from start to finish. Count on the world's largest fleet of rental equipment, 24/7 service and support, over 1,100 locations across the U.S. and Canada, and experts ready to help you find the best solutions. When you need to get the job done, we're here to help.



- General Rental**  
 Aerial Lift Equipment  
 Forklifts & Material Handling  
 Earthmoving Equipment  
 Compaction Equipment  
 Concrete & Masonry Equipment  
 Temporary Lighting



- Power & HVAC**  
 Chillers  
 Power Generation  
 Air Conditioners  
 Heaters  
 Dehumidifiers  
 Fuel Tanks  
 Power Distribution



- Fluid Solutions**  
 Centrifugal Pumps  
 Submersible Pumps  
 Wellpoint Pumps  
 Pipe, Hose & Fittings  
 Temporary Storage Tanks  
 Liquid & Vapor Filtration  
 Advanced Water Treatment Solutions



- Reliable Onsite Services**  
 Portable Toilets & Showers  
 Standard & Deluxe Units  
 Restroom & Shower Trailers  
 Wheelchair Accessible Units  
 Hand Wash Stations  
 Laundry Trailers



- Tool Solutions**  
 Hoist & Rigging  
 Specialty Welding  
 Pneumatic Tools  
 Hydraulic Tools  
 Electric Tools



- Trench Safety**  
 Pipe Testing Equipment  
 Confined Space Equipment  
 Pipe & Construction Lasers  
 Barricades & Signs  
 Safety & OSHA Training



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