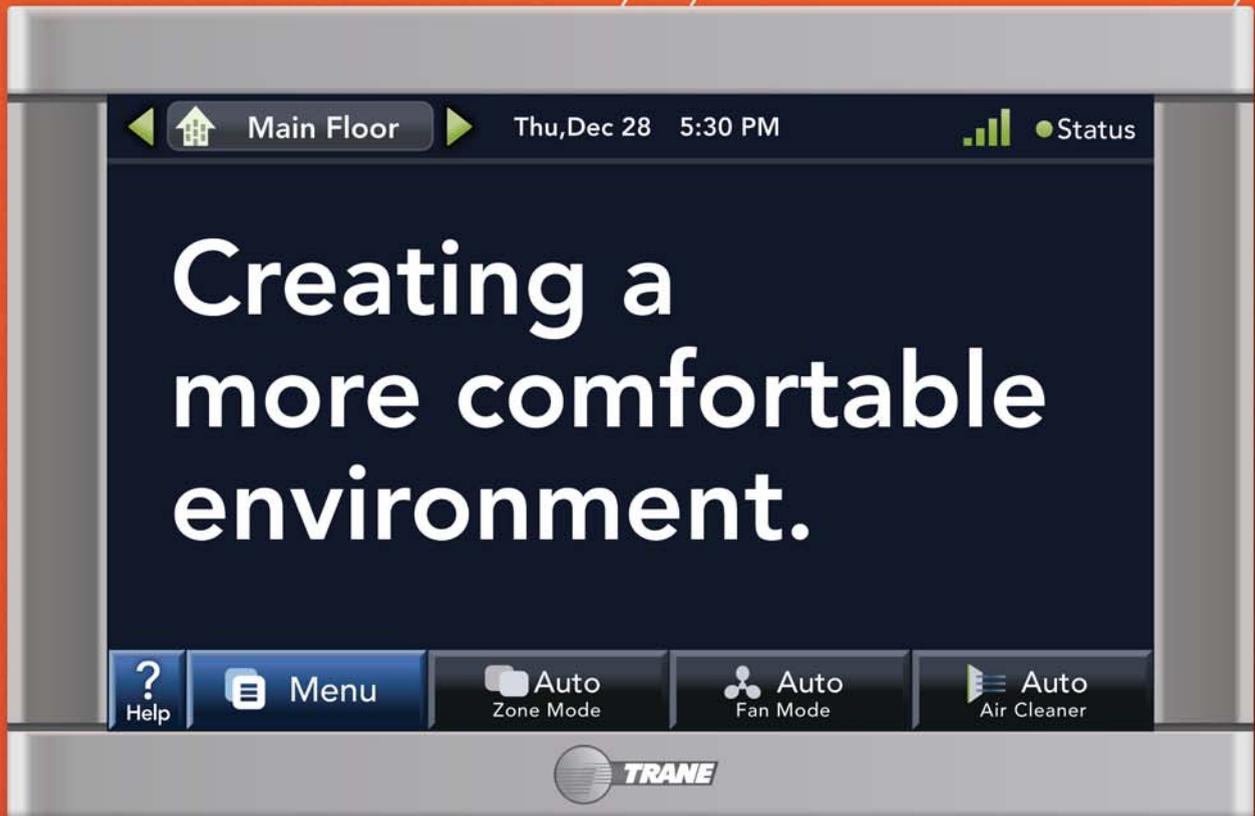




TRANE

+ RUAN



Trane and Ruan have learned that the key to a successful partnership is creating an environment of collaboration, communication and flexibility to adapt to any situation or need.

A True Partnership

By selecting Ruan Dedicated Contract Carriage (DCC), Trane could focus on its core competencies, including providing innovative heating and air conditioning systems, services and solutions.

Ruan DCC in Tyler, TX

For over 12 years, Trane has relied on Ruan as a one-source partner for its DCC solution and other services in Trane's Tyler, TX, location. Trane and Ruan have expanded their partnership to include consolidation of inbound LTL shipments, complex Mexico shipments, vendor overflow management, load planning, yard services and local deliveries in Dallas, Houston, San Antonio and Austin. Ruan's on-site team includes a terminal manager, dispatcher and administrative assistant, along with 41 professional drivers and 13 hostlers.

“Ruan is the kind of company we like to deal with. They’re not too small or too large, and they’re open to changes to get the job done right. They’re completely flexible, react quickly and are always on top of a situation. They do whatever is necessary to keep us happy.”

– Bill Stewart, *Trane district supply leader*

“We work collaboratively with our customers to drive down costs, decrease empty miles and develop an equipment and maintenance strategy to keep the fleet running efficiently,” said Ralph Arthur, Ruan’s president of Dedicated Contract Carriage. “We work hard every single day to provide innovative ideas and ensure 100 percent customer satisfaction.”

Ruan offers Trane a one-source solution and provides partnership benefits such as scaling yard drivers up or down to meet Trane’s seasonal needs, from 13 to seven drivers; issuing yard drivers for local loads; providing a customized invoice to match Trane’s general ledger accounting codes; and setting up lanes and managing vendor pick-ups to maximize fill on the trailers, resulting in a low 10 to 15 percent deadhead percentage and increased asset utilization and efficiency.

Companies partnering with Ruan enjoy an elevated level of transportation service. Deliveries are on time, insurance costs are decreased, driver screening and other HR matters are handled and truck maintenance and liability are not distractions. Compliance is ensured, and by eliminating the high investment costs associated with buying and maintaining a fleet, companies have more capital to invest in other areas.

Current Ruan Services Provided to Trane

- + Dedicated Contract Carriage
- + Consolidation of inbound LTL shipments
- + Raw materials and parts coordination with a single phone call
- + Complex Mexico shipments
- + Vendor overflow management
- + Load planning
- + Local deliveries to Dallas, Houston, San Antonio and Austin
- + Yard services
- + Warehouse management and fulfillment in Brooklyn Park, MN
- + Quality inspection upon arrival
- + FIFO and serialized inventory management
- + Experienced material handling
- + Electronic inventory control
- + Units can be scanned in and out of the facility
- + Flexible loading hours to meet Trane’s needs
- + Professional customer service to manage/facilitate irregular shipping requests
- + Asset-based to accommodate special delivery requests

A Growing Partnership

Trane and Ruan maximize efficiencies through innovation and Integrated Solutions.

The Partnership Expands

In June 2012, Trane and Ruan expanded their partnership to include warehouse management services at the Ruan Consolidation and Distribution Center (RCDC) in Brooklyn Park, MN. There, Ruan provides inventory management, loading and securement of HVAC units onto carrier trailers, expedited shipments on Ruan assets, material handling and general customer service, extending well beyond a typical 8 a.m. to 5 p.m. work day. Ruan provides 24 hours a day, seven days a week service, including flexible loading hours to meet Trane’s needs.

“Ruan responds to tight deadlines and quick turnaround times. They do whatever it takes,” said Mitchell Farrell, Trane’s district general manager. “Ruan personnel represent our brand well. They have can-do attitudes, have gotten to know our business and truly care about our success.”

More Than a Vendor

Ruan’s overriding goal since 1932 is to do whatever it takes to meet the demands and challenges of its clients’ businesses. This not only means transporting goods and managing carriers, but also exploring new ways costs can be reduced, safety can be improved and efficiencies can be added. Its close working relationship with clients allows Ruan to understand each company in depth and to use its team of transportation experts to explore and offer innovative solutions based on each company’s individual needs.

“ The best part of the Ruan team’s job is getting to know our clients’ challenges, analyzing their needs and using our resources to implement ideas that can save them money and time.”

– John Bobleter, *Ruan RCDC general manager*



Two Trane/Ruan professional drivers were recognized as 2011 Driver of the Year Region Finalists (out of more than 4,200 Ruan drivers) for exemplary safety, customer service and driving performance. In addition, 41 active Trane/Ruan drivers accumulated more than 6,750,000 safe-driving miles.