



13th June 2012

## **New Holland Agriculture launches a Customer Support Centre for its range of Precision Land Management (PLM™) equipment.**

New Holland Agriculture has launched an extensive PLM™ End User Support service together with the PLM™ Academy, which has a wide PLM™ training offering. This enables users to exploit the full productivity enhancing potential of New Holland's state of the art PLM™ range.

### **PLM™ Customer Support Centre**

The new PLM™ Customer Support Centre has been created to offer a 'one-stop-shop' for all PLM™ queries to customers while they are out in the field. More than a traditional call centre, the lines are manned by highly trained support personnel, and with immediate access to highly skilled engineers to ensure the most efficient resolution of all questions. Direct assistance will be provided for routine 'how - to questions' to reduce costly downtime. More complex requests are 'owned' by the PLM™ Support Centre to offer a single point of reference for customers, streamlining the process and simplifying customer interaction. Furthermore, the customer's local dealer receives regular status updates to ensure that they are fully aware of the issue until final resolution.

The PLM™ Customer Support service is available from 7am to 7pm - Monday to Friday and customers will simply call the free-phone **New Holland Top Service line 00800 64 111111** (or 01 242 1881 from a mobile in Ireland). Customers can also email the PLM™ Support Centre on [plmsupporteur@newholland.com](mailto:plmsupporteur@newholland.com) if they prefer.

### **PLM™ Academy End User Training**

The New Holland PLM™ Academy has been established to provide an industry-leading training offering that is tailored to each individual customer and dealership. Each user is issued with a unique username and password, which enables them access all content on the dedicated PLM™ Academy website [www.plmacademy.newholland.com](http://www.plmacademy.newholland.com). This is the single location for all things related to PLM™ training, and users can choose between an extensive range of on-line courses, which are always available so they can choose to access content at a time that fits in with their farming demands. Courses currently available include an introduction to GPS for agriculture,

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automated steering systems and PLM™ water control. The offering will shortly be enriched with courses on PLM™ for harvesting, PLM™ desktop software and PLM™ Connect telematics, among others. Free tutorials dedicated to guidance displays are also available on demand.

The most demanding customers and specialist PLM™ focused dealerships can select instructor-led courses which are delivered by specialist trainers. These courses are focused on initial guidance set-up and to enable customers to exploit the full potential of their chosen guidance solution. These courses are booked and purchased via the PLM™ Academy website. Customers can select from a whole variety of dates and locations which best suit their needs, and dealerships can host dedicated training sessions for their customers.

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*New Holland Agriculture's reputation is built on the success of our customers, cash crop producers, livestock farmers, contractors, vineyards, or grounds care professionals. They can count on the widest offering of innovative products and services: a full line of equipment, from tractors to harvesting, material handling equipment, complemented by tailored financial services from a specialist in agriculture. A highly professional global dealer network and New Holland's commitment to excellence guarantees the ultimate customer experience for every customer. For more information on New Holland visit [www.newholland.com](http://www.newholland.com)*

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