

LINDER LINK

A publication for and about Linder Industrial Machinery customers • September 2019



Pictured above: A Carolina's Contracting operator uses a Komatsu PC490LCi excavator with *intelligent* Machine Control technology to remove excess material at project in Charlotte, N.C.

Feature Stories:

- | | |
|---|--------|
| Wetherington Tractor Service | pg. 4 |
| Carolina's Contracting, LLC | pg. 8 |
| New PC290LCi-II Excavator | pg. 19 |
| Proactive Dozing with
<i>intelligent</i> Machine Control | pg. 24 |



WIRTGEN GROUP

KOMATSU®

MESSAGE FROM THE PRESIDENT



John Coughlin

**Taking
'intelligence' to
the next level**

LINDER

Dear Valued Customer,

As we head into the fall months, it's a good time to look back at some of the successful projects that have kept our customers busy this construction season. In this issue, two customers tell their stories. First, meet Kimball Wetherington who turned a side job into a thriving contracting company, Wetherington Tractor Service, based in Plant City, Fla. Wetherington appreciates the efficiency of Komatsu equipment with integrated GPS technology. A second story features business partners Jay Sistrunk and Louis Matthews, who teamed up six years ago to form Carolina's Contracting, LLC. Today, their fleet includes 10 Komatsu *intelligent* Machine Control dozers and excavators.

I'm pleased to share that Chris Wilkes has been promoted to Executive Vice President of Sales – Carolina Division. Chris has been with the organization for 15 years and has led sales efforts in Florida for the past three and a half years. We're excited to have his leadership in the Carolinas. We also welcome Tom Bauers to the company to fill Chris' role as Vice President of Sales – Florida Division. Tom brings more than 20 years of experience in the equipment industry, and we're very glad to have him on board.

The Linder Industrial Machinery family is mourning the loss of Bob Olejniczak (Bob O.), our former Executive Vice President, who passed away recently after a brave 15-year battle with Amyotrophic Lateral Sclerosis (ALS). Read more about Bob as well as Chris and Tom in this issue of your Linder Link magazine.

While industry groups are actively recruiting new employees to fill skilled-labor positions, a shortage of such workers remains. One aspect of today's construction industry that many potential crew members may find attractive is the growing use of technology, especially when it comes to equipment.

Komatsu revolutionized integrated GPS technology and is now taking its *intelligent* Machine Control dozers to the next level with Proactive Dozing Control logic to mimic the actions of seasoned operators during rough-cut application. Now, these dozers truly deliver first-to-last-pass auto blade control and continuous data collection. We believe this is another giant leap in helping novice operators become skilled dozer hands faster.

As always, if there's anything we can do for you, please call or stop by one of our branch locations.

Sincerely,
Linder Industrial Machinery Company

John Coughlin,
President and CEO

LINDER & LINK

A publication for and about Linder customers

IN THIS ISSUE

WETHERINGTON TRACTOR SERVICE pg. 4

Learn how Kimball Wetherington turned a side job into a thriving, multifaceted business serving the Plant City, Fla., area.

CAROLINA'S CONTRACTING, LLC pg. 8

Read about two friends who teamed up six years ago to form a successful company based in Charlotte.

INDUSTRY EXTRAVAGANZA pg. 13

Come along with Linder Industrial Machinery customers as they learn about the latest equipment at Komatsu's Demo Days.

A CLOSER LOOK pg. 15

Learn why setting goals and securing buy-in are keys to success when adopting new technology.

PRODUCT FOCUS pg. 19

Get a glimpse of the new PC290LCi-11 excavator that uses 3D design data to deliver first-to-last pass accuracy.

CASE STUDIES pgs. 21 & 23

Find out how one contractor is improving accuracy and efficiency with *intelligent* Machine Control dozers and excavators.

See why outfitting its excavator fleet with Komatsu waste packages helps a recycling firm achieve production goals.

PRODUCT IMPROVEMENT pg. 24

Discover the benefits of Proactive Dozing Control logic, which tracks, collects and interprets terrain data and then makes decisions based on that information.

SPECIAL EVENT pg. 27

Take a look at the latest solutions and support featured during the 2019 Waste Expo in Las Vegas.

EMPLOYEE SPOTLIGHT pg. 30

Meet Chris Brazel, Technology Solutions Expert for Linder Industrial Machinery, and read how he works to increase customers' productivity.

Published by Construction Publications, Inc. for

LINDER
www.Linder.com

Printed in U.S.A. © 2019 Construction Publications, Inc.

THE PRODUCTS PLUS THE PEOPLE TO SERVE YOU!

Central Florida

Orlando

23 Taft Vineland Road
Orlando, FL 32824
407-849-6560
Fax: 407-422-2342

Plant City

1601 South Frontage Road
Plant City, FL 33563-2014
813-754-2727
Fax: 813-754-0772

Eastern North Carolina

Greenville

100 Staton Road
Greenville, NC 27834
252-695-6200
Fax: 252-695-6205

Raleigh

6515 Chapel Hill Road 54
Raleigh, NC 27607
919-851-2030
Fax: 919-859-3859

Wilmington

3252 U.S. Highway 421 N.
Wilmington, NC 28401
910-254-2031
Fax: 910-254-2035

Western North Carolina

Asheville

575 Goldenvue Road
Asheville, NC 28804
828-681-5172
Fax: 828-684-5972

Concord

5733 Davidson Highway
Concord, NC 28027
980-255-8345
Fax: 980-777-8378

High Point

600 Pegg Road, Suite 101
Greensboro, NC 27409
336-665-0110
Fax: 336-665-0525

North Florida

Jacksonville

110 Halsema Road South
Jacksonville, FL 32220
904-786-6710
Fax: 904-781-5732

Ocala

2441 SW 57th Avenue
Ocala, FL 34474
352-629-7585
Fax: 352-629-2810

South Florida

Pembroke Pines

20900 Taft Street
Pembroke Pines, FL 33029
954-433-2800
Fax: 954-433-2901

Ft. Myers

4656 Elevation Way
Ft. Myers, FL 33905
239-337-1313
Fax: 239-337-0134

West Palm Beach

7221 Haverhill Business
Parkway, Space #105
Riviera Beach, FL 33407
561-863-0570
Fax: 561-863-0575

South Carolina

Columbia

3109 Charleston Highway
West Columbia, SC
29172
803-794-6150
Fax: 803-739-8889

Greer

525 Old Jones Road
Greer, SC 29651
864-877-8962
Fax: 864-877-8157

Ladson

285 Treeland Drive
Ladson, SC 29456
843-486-8080
Fax: 843-486-8090

KOMATSU®

A SALUTE TO A LINDER CUSTOMER

WETHERINGTON TRACTOR SERVICE

Plant City, Fla., firm does it all – from demolition and clearing to surfacing for commercial sites



Kimball Wetherington,
President

At times the best way to get something done is to take care of it yourself. For Kimball Wetherington, that meant learning how to operate heavy equipment with no prior experience and little help. Wetherington quickly caught on to operating machinery when he established Wetherington Tractor Service in Plant City, Fla., in the mid-80s.

“Back in ‘85, I was working for an air conditioner company and on the side helped my mother maintain her groves using a tractor,” recalled Wetherington. “One day I decided I could make a living running the tractor and started box blading, mowing and bushhogging for realtors and people around town. Every time an opportunity presented itself I’d take it; I learned it all on the fly.”

Today, Wetherington’s company has 70 full-time employees on the roster and serves an area within a 100-mile radius of eastern Tampa. It specializes in commercial site work and completes several government-bid projects and small residential jobs as well. Wetherington Tractor Service offers a full suite of services, ranging from demolition and roll-off trucking through land clearing and utility installation to concrete and asphalt work. The firm handles approximately 60 projects annually, with 35 in progress at any given time.

“A lot of our work comes from customers we’ve served for years,” noted Wetherington. “We went through some hard times during the 2008 recession, although we never gave up. We’ve finished every job for 35 years. I think



At Wish Farms in Plant City, Fla., Wetherington Tractor Service Operator Daniel Medrano uses a Komatsu WA200 wheel loader to backfill dirt along a sidewalk. “The machine has good power and maneuverability,” said Medrano. “It was easy to learn to operate, and I don’t have to worry about what kind of load I’m carrying.”





President Kimball Wetherington moves dirt at the Wish Farms jobsite in Plant City, Fla., using a Komatsu D61PXi-24 dozer. The integrated *intelligent Machine Control* technology allows an operator to take a jobsite from first cut to final grade.

customers appreciate our dedication to getting things done right the first time.”

Wetherington attributes much of the company’s success to surrounding himself with the right people. He relies on son-in-law and Superintendent Kyle McPherson, General Manager Rich Bolesta and General Site Superintendent Tom Stroud in the field. In the office, Clerk Susan Keniroff; Accounting and Human Resources Manager Deidre Mercer; and Administrative Assistant Brandi Alanis keep the organization on track. Wetherington also notes that his wife, Robin, has played a key role in supporting and encouraging him.

Strawberry driven

Hillsborough County, Fla., is recognized as America’s winter strawberry capital and, as such, hosts the annual Florida Strawberry Festival in Plant City. Every year, the company helps ensure the 11-day event runs smoothly so that visitors can fully enjoy the festival.

“Whenever they give us a call that they need something done, we’re there,” said Wetherington. “We’ve fixed a problematic sewer line in the middle of the night. More

often, they have us fix their grass parking lots overnight after heavy rainfall.”

Two years ago, the Strawberry Festival, which is ranked as one of the top 40 fairs in North America, decided to upgrade its facilities. It turned to Wetherington Tractor Service to help with the process.

“They decided to build a new amphitheater on the same site as the existing structure,” explained Wetherington. “We started by tearing down the 50s-style concrete stadium. Then we did all the earthwork, utilities and concrete surfacing before the new facility went up.”

Currently, Wetherington Tractor Service is working on a 15-acre campus for Wish Farms, a local produce supplier. The project includes a multistory cooling facility and office complex near Interstate 4 in Plant City.

“The family who owns this business has been a part of the berry-growing industry since 1900,” noted Wetherington. “We’re doing the clearing, bulk earthmoving, storm drain and storm-water retention, underground utilities and grading as well as asphalt and concrete

Continued . . .

'Nobody builds a better (dozer) than Komatsu'

... continued

paving for the project. Once the facility is finished it will consolidate several different cooling locations into one central area."

Other notable assignments include the Regency Shopping Center in Brandon, Fla.; a new campus for First Baptist Church and the Suncoast Health Center, both in Plant City; and multiple sites for a popular fast-food chain. Typical projects range from \$700,000 to \$1 million.

For Wetherington, no project is too small. "When I started, a \$10,000 job was a monumental achievement," he recalled. "Now, people are surprised that we agree to take on something of that size. Small jobs like that are how I got my start, and if one of our customers needs something, we're going to do it."

Linder delivers

Uptime and ease of service are two important factors for Wetherington when looking for heavy equipment and a dealership to partner with. That's why he turns to Komatsu distributor Linder Industrial Machinery and Sales Rep Matt Riggs-Stites for a host of needs.

"Matt's always been accommodating whenever we need anything, whether it's

about maintenance, service or a miscellaneous question," stated Wetherington. "He always makes sure I get whatever I need."

The firm uses dozers ranging from a Komatsu D39PX to a D61PXi-24, four WA380 wheel loaders and two Hamm rollers. Wetherington especially appreciates having KOMTRAX, a remote monitoring system, for his Komatsu equipment.

"KOMTRAX notifies the operator if a code comes up, and we can call Linder to find out what's going on," explained Wetherington. "Someone there will tell the operator how to fix whatever caused the code or send a technician to do it. Linder also uses KOMTRAX to monitor service and make sure our machines are properly maintained."

When it comes to operating equipment, Komatsu has always been his first choice.

"I love running a dozer, and nobody builds a better one than Komatsu," he noted. "If it's been a long day and I want to step away for a while, I'll get on a dozer and do some blading."

"Overall, Komatsu equipment is smooth, easy to operate, comfortable and powerful," he continued. "It's very easy to take green operators and train, mold and make them efficient. One of the biggest factors in that is the integrated *intelligent* Machine Control technology on the D61 dozer. The GPS system has really expedited our progress on jobs with operators of any skill level."

Next generation

The addition of his son-in-law Kyle to the staff is exciting for Wetherington. He is teaching him the ropes of the business and hopes that Kyle will eventually take over Wetherington Tractor Service as a second-generation owner.

"He's been coming along really well and shown an aptitude for what it takes to be successful," said Wetherington. "Running a business is a team effort, and he has been a strong addition helping move us forward. I'm at the age where it's time to start slowing down and passing off some responsibilities. I think Kyle is ready to step up to the challenge." ■

Wetherington Tractor Service President Kimball Wetherington (left) calls on Linder Industrial Machinery and Sales Rep Matt Riggs-Stites for all of his equipment needs.



KOMATSU®

WORKS FOR ME™

**"WE PUSH EVERYTHING
TO THE LIMITS."**

MORE RELIABLE.

"How does Komatsu work for our construction business? First it's their reliable, quality designed and built equipment. We can't afford downtime, and Komatsu's products are number one in our book. The support we receive from our dealer is outstanding as well. Training, parts, financing—we have experienced the best personal care with Komatsu. They just work best for us!"

Hunter and Clint Shackelford
Shackelford Construction / Yazoo City, MS

KOMATSU®
THAT'S WHY I AM KOMATSU

komatsuamerica.com

A SALUTE TO A LINDER CUSTOMER

CAROLINA'S CONTRACTING, LLC

Charlotte company utilizes GPS technology for residential and commercial projects



Jay Sistrunk,
Co-owner



Louis Matthews,
Co-owner

Starting a business together seemed like a pipe dream for best friends Louis Matthews and Jay Sistrunk. However, in 2013 the two found themselves in a position to form their own construction firm, Carolina's Contracting, LLC. Today, the Charlotte company handles a variety of services for residential and commercial projects in the surrounding metro area.

"Louis was in this line of work for 30 years, and I was on the homebuilding end for nearly 20 years," offered Sistrunk. "We had worked together on several previous jobs, and then were able to partner about six years ago. Our backgrounds give us different perspectives on the business and are a strength of the company."

The partnership has thrived as the operation has grown to nearly 100 employees. Carolina's Contracting provides erosion control, mass

grading, fine grading, wet utilities and paving installation on its land-development projects. Roughly 60 to 70 percent of its business focuses on residential townhomes and subdivisions, with the remaining portion devoted to commercial jobsites. The firm also works closely with a growing agricultural supply company.

"Our ideal project is about 300,000 yards," added Matthews. "Typically, this means we'll have about eight projects of varying sizes going at a given time. That blend allows us to stay busy but flexible."

While moving dirt is the main objective at Carolina's Contracting, ensuring that customers' needs come first is the company's mantra.

"Our clients were originally investing more in single-family dwellings; however, that focus has changed," noted Sistrunk. "We're getting more involved with multifamily and other commercial projects. We'll go where the business takes us. Customers trust us to do what we say and then some. We want them to know we have their best interests at heart."

Embracing technology

One of the reasons Carolina's Contracting consistently delivers for customers is its fleet, one of the most technologically advanced in the area. With the help of Linder Industrial Machinery and Sales Rep Bill Cross, Carolina's Contracting boasts 10 Komatsu *intelligent* Machine Control D51PXi and D61PXi dozers and a PC490LCi excavator.

"I come from the old-school way of grading and using stakes," said Matthews. "I tried GPS equipment in the early 2000s, but it was complicated and cumbersome, and it turned me off to the idea for a while. When Linder

Operators go from first cut to final grade using *intelligent* Machine Control D51PXi dozers at The Reserve at Canyon Hills jobsite in Charlotte. "Our operators love the visibility from the seat and the quiet cab," noted General Manager Scott Jones. "The D51 also rides well and has a lot of power for its size."

► VIDEO





Carolina's Contracting Operator Ted Wood uses a Komatsu PC490LCi excavator with *intelligent* Machine Control technology to remove excess material at a project in Charlotte. "The operator knows exactly where the pads are and where he needs to dig or avoid," noted General Manager Scott Jones. "It keeps us from overdigging."

came to us with Komatsu *intelligent* Machine Control in 2018, we gave it another shot. It was amazing; the rest is history."

The semi-automatic, integrated-GPS technology shines for Carolina's Contracting on projects like The Reserve at Canyon Hills – a 225-acre, 700-lot single family community where the company has been performing site development for the last three years.

"Currently, we're moving 4,000 to 5,000 yards of dirt per day," explained General Manager Scott Jones. "We've been running two mass-grading crews and two full-production pipe crews to meet the five-year deadline. By the end of the project, we will have moved more than 1 million yards of dirt."

Having an *intelligent* Machine Control fleet serves as an advantage for Carolina's Contracting.

"The PC490LCi has been a huge asset on the project," said Jones. "The operator knows exactly where the pads are and where he needs to dig or avoid. It keeps us from overdigging. We use it to load trucks as well.

"We use the D51PXi for fine grading, cutting swales between house pads and grading curb

lines," Jones continued. "This was one of the wettest winters on record, and the D51PXi was still able to work in the muddy conditions."

Results like those are the reason that Komatsu has earned a place in Carolina's Contracting's fleet and helps shape the company's mindset.

"Komatsu *intelligent* Machine Control equipment saves time on production," stated Jones. "Because designs are more stringent, it really takes equipment with GPS to deliver the product that engineers, customers and owners want. We have peace of mind knowing there's no need to micromanage the dirt being moved because we have technology taking care of that aspect for us."

The innovative machinery won over one of the company's initial skeptics.

"The technology has been painless to integrate," noted Matthews. "We have invested greatly in it, and we get compliments all of the time on our work because of it. We have really bought into this way of grading. We are looking forward to the day where we can see what every piece of intelligent equipment is doing remotely."



Discover more at
TheLinderLink.com

Continued . . .

'Komatsu equipment has been great'

... continued

Perfect pairing

As Carolina's Contracting continues to grow and modernize its fleet, Linder has played a major role in helping the company stay ahead of the curve. The partnership has been an important one, and Matthews sees that as an ongoing trend.

"As we continue to expand and use more technology, we see (GPS) as an integral part of

our business," noted Matthews. "A lot of the other equipment manufacturers are playing catch up when it comes to GPS. We've teamed up with Linder and Komatsu because they've designed their equipment to be very reliable, and that's a big deal to us."

"The service from Linder and Bill has been excellent as well," added Jones. "The few issues we do encounter are addressed quickly. Bill really does a good job of following up to make sure that we're well taken care of from the maintenance and service side."

The company also turns to Linder and Cross to help build and maintain its fleet, which includes standard excavators ranging from a PC210LC to a PC490LC, a WA270 wheel loader and a Kleemann screen to separate material at jobsites.

Carolina's Contracting utilizes the Komatsu CARE program, a complimentary three-year or 2,000-hour routine maintenance service. With the KOMTRAX remote monitoring system, the company can track maintenance intervals as well as fuel efficiency, idle time and more.

"Komatsu equipment has been great through my whole career," stated Matthews. "Based on the fuel savings, durability and cycle times, and what we're able to do with it in general, it's been great. We look forward to Komatsu meeting our needs in the future."

Increasing efficiency

Both Sistrunk and Matthews are happy with the size of their company, but that doesn't mean they are content. Their focus now is to find ways to further improve efficiency.

"We're trying to refine what we have and make it more well-oiled," said Sistrunk. "Throwing bodies at a project or more into the mix is not the answer. I believe we can be more efficient and productive, which is what we've emphasized lately."

"Carolina's Contracting will continue to be around for the long-haul," added Matthews. "We're excited about the possibility of revamping the road systems throughout the area. We hope to be a part of that and maintain a stable company that will flourish through the good times and the bad." ■



(L-R) Co-owners Louis Matthews and Jay Sistrunk as well as General Manager Scott Jones call on Linder Industrial Machinery's Sales Rep Bill Cross for their equipment. "The service from Linder and Bill has been excellent," shared Jones.

Operator Juan Castrejon moves utility piping using a Komatsu WA270 wheel loader with a fork attachment at The Reserve at Canyon Hills in Charlotte.



KOMATSU®

WORKS FOR ME™



“BUILDING FOR THE FUTURE.”

THREE GENERATIONS.

“At Selge Construction, we’re a family business. My son-in-law and even grandson are involved and interested in this great occupation. I’ve built a good name in our marketplace with a reputation for quality work and integrity in the way we do business. And I choose Komatsu because they match my values. Their excavators help my crews and family carry on our goals: to provide the best job for an honest price. It’s these and many other reasons why Komatsu works for us!”

Marv Selge (with Noah & Justin) / Selge Construction, Inc. / Niles, MI

KOMATSU®

THAT'S WHY I AM KOMATSU

komatsuamerica.com



NEWS & NOTES

Largest autonomous truck now operating in Canadian oil sands

Komatsu's biggest autonomous ultra-class haul truck is now in operation, moving materials at an oil sands operation in Canada. With a 400-ton capacity, the new 980E-4AT builds on Komatsu's 930E Series and is one of the world's largest autonomous haulers.

The 980E-4AT has a 3,500-horsepower, 18-cylinder engine with a reliable hydraulic design. It also features a two-stage turbocharging system to maximize fuel efficiency.

Komatsu introduced its Autonomous Haulage System (AHS) more than a decade

ago; then, in late 2018, it reached 2 billion tons hauled with its autonomous trucks. There are more than 130 AHS Komatsu trucks in operation worldwide.

"The introduction of these 980Es into the AHS environment was possible thanks to our customers and distribution partners," said Dan Funcannon, Vice President/General Manager, Large Mining Truck Division. "They're a big reason why Komatsu has the most autonomous systems, in the most mines, hauling the widest variety of material in the world." ■



STANLEY



**TOGETHER PALADIN, STANLEY
AND PENGU OFFER THE WIDEST
BREADTH OF ATTACHMENT
SOLUTIONS ACROSS ALL
APPLICATIONS**

WWW.STANLEYINFRASTRUCTURE.COM

WWW.PALADINATTACHMENTS.COM

WWW.PENGUATTACHMENTS.COM

HANDS-ON EXPERIENCE

Komatsu revamps Demo Days to provide ultimate customer event

This spring, more than 300 customers, distributor representatives and industry professionals attended Komatsu's Demo Days at the Cartersville Customer Center in Georgia where they experienced a newly tailored schedule for the event.

"We've been using this site for more individualized customer demonstrations, and we learned a lot from them," said Komatsu Instructor and Developer Isaac Rollor. "We applied a good deal of the feedback we received from those interactions to enhance this group event. As a company, Komatsu is always looking to improve in all aspects, and that includes Demo Days."

The new format significantly increased attendees' time at the demo site. The morning session featured walk-arounds for 30 machines, including the full family of *intelligent* Machine Control dozers and excavators, with Komatsu experts onhand to answer questions.

"After registration and a short safety meeting, we got customers up on the hill," said Rollor, referring to the demo site location. "In the past, we held the morning session in our auditorium, but we want Demo Days to be as interactive as possible. We felt it was important to increase the amount of individualized time customers spent with our people and on the machines to achieve that goal."

Food trucks and more

The morning ended with an *intelligent* Machine Control dozing demo, and then Atlanta-area food trucks provided lunch. The afternoon was reserved for machine operation.

"By the time customers go home, we want them to feel as confident with the Komatsu product as we are," noted Rollor. "This new setup provides more time for them to talk with Komatsu personnel, operate equipment and have all of their questions answered." ■



Isaac Rollor,
Komatsu Instructor
and Developer



▶ VIDEO

Komatsu Demo Days attendees had the opportunity to operate 30 machines, including the new GD655-7 grader and the full line of *intelligent* Machine Control equipment.



Discover more at
TheLinderLink.com



Mike Miller, Miller Construction (left), accepts an award from Isaac Rollor of Komatsu America for his first-place finish in the excavator challenge during Demo Days.



(L-R) Brian Holt, B&R Hauling; Matt Sharpe, Linder Industrial Machinery; Tommy Brinley, Wynn Site Development; and Bronson Pierce, Pierce Site Solutions get ready to demo equipment.



(L-R) Josh Crawford and Andy Echenique from Edens Construction talk with Jason Heim and Jeff Roberts of Linder Industrial Machinery at Demo Days in Cartersville, Ga.



SAVE UP TO 40% ON YOUR CONCRETE COSTS!

CONTROL YOUR CONCRETE

Raney Construction starts 13 homes per day and uses a fleet of fully automated volumetric mixers to pour 1,200 yards a day.

CONCRETE | FLOWABLE FILL | SPECIALTY CONCRETE

One unit gives you virtually unlimited possibilities on your job site. Cemen Tech VMMB certified volumetric mixers have been approved for city, state and municipal projects to meet or exceed DOT standards.

- Stop wasting time and money waiting for ready mix.
- Stop leaving open holes on sites only to have to come back later.
- Stop paying for concrete overages or ordering more than you need.
- Stop the short load fees.

- ✓ Utility Installations
- ✓ Water Main Replacement
- ✓ Foundation Backfill
- ✓ Flowable Fill
- ✓ Intersection Repair
- ✓ Pipeline & Distribution
- ✓ Oil & Gas
- ✓ Station & Transmission Facilities

CONCRETE ANYTIME, ANYWHERE YOU NEED IT.



VISIT LINDER.COM OR CALL 888-LINDER8 TO
LEARN MORE ABOUT OUR CONCRETE SOLUTIONS



EMBRACING TECHNOLOGY

Construction companies adopting innovations; expert advises using a measured approach

During the past two decades, the development and acceptance of construction technology has made huge strides. GPS-based grade control is a perfect example. It has evolved from masts and cables on the outside of machines to integrated systems that can automatically raise and lower dozer blades. Today, companies are increasingly accessing information about their machinery via mobile platforms such as smartphones and tablets, using Wi-Fi or cellular networks.

Construction companies that fail to embrace these new strategies may fall behind those that do and could eventually be forced to close. It's essential to adopt innovations in today's world, although firms should

take a measured and realistic approach to implementation, says Damon Haber, Co-founder and Chief Revenue Officer at Record360, which helps businesses add the latest products to their operations.

"I was an operator before I became a tech guy, so I understand how it is affecting companies and individuals," Haber said. "Like equipment, devices and apps don't create outcomes; however, they can be valuable tools that help achieve them. Failures often happen when companies try to do too much or have no clear objectives as to why they want to implement certain solutions."

Continued . . .

*Editor's note:
Some information
for this article was
supplied by Damon
Haber, Co-founder
and Chief Revenue
Officer at Record360.*



Mobile technology continues to grow in the construction industry, and this is one area where caution is especially necessary, according to Damon Haber, Co-founder and Chief Revenue Officer at Record360. "Every major manufacturer has an app, and all are proven," said Haber. "So, it's not an issue of whether a construction company can use them; however, it must look at the technical considerations."

Goal setting and buy-in are keys for tech success

... continued

Other obstacles to successful adoption include leaving key personnel out of the process and underestimating the impact of change. “Definitely take those factors into consideration prior to any final decisions,” advised Haber.

Mobile on the rise

Mobile solutions continue to grow in the construction industry, and this is one sector where caution is especially necessary, according to Haber. Technology can be used to track equipment for maintenance, order parts, locate machines and much more.

“Every major manufacturer has an app, and all are proven,” said Haber. “So, it’s not an issue of whether a construction company can use them; however, it must look at the technical considerations.”

Haber points to the devices themselves as a critical item for examination. “It’s important to consider the costs, as well as the features and benefits of each device. For instance, Apple and Android each have advantages and disadvantages.”

Additional factors to weigh include using Wi-Fi or cellular networks, data costs, native versus web platforms, security encryption, level of support from your provider and provider integration capabilities.

“All are important to analyze, although they should not deter companies from using mobile options,” said Haber. “Embracing them could be a key aspect in attracting new talent. Today’s younger workforce is already very familiar with how to use mobile devices. Studies show that millennials use their smartphones up to 223 minutes per day.”

Best practices include starting small

There are some best practices for introducing technology, mobile or otherwise. Among them are starting small, setting measurable goals and outcomes in addition to securing commitments from end users.

“You can always get bigger,” Haber emphasized. “Before full implementation, it’s wise to do a pilot study and do it well. You should also look at today’s modern solutions and see how they can flex to match desired business goals.”

Best practices also include managing expectations, according to Haber. “Not everything needs to integrate or be perfect. There must be a clear vision for what success looks like.”

A more competitive future

Staying flexible and open to the latest advancements will remain vital to construction companies’ competitiveness and, ultimately, their survival. The future will continue to bring innovations that make jobsites more productive and efficient, if implemented with sound practices.

“We are on the cusp of major changes right now,” Haber stated. “5G for mobile is right around the corner, and it will be 100 times faster than 4G. Everything cellular will be affected, and we will be able to do things that were not possible before.

“I also believe artificial intelligence, including machine learning, will gain more prominence, as will augmented reality,” he added. “Companies should not be afraid of or intimidated by technology. They should view it as a means to enhance and improve their practices and increase competitiveness.” ■

Best practices for adopting technology include starting small, setting measurable goals and outcomes as well as securing commitments from end users. “You can always get bigger,” said Damon Haber, Co-founder and Chief Revenue Officer at Record360. “You should also look at today’s modern solutions and see how they can flex to match desired business goals.”



A JOHN DEERE COMPANY



WIRTGEN GROUP

Well Rounded.

➤ www.wirtgen-group.com/technologies



CLOSE TO OUR CUSTOMERS

ROAD AND MINERAL TECHNOLOGIES. With leading technologies from the WIRTGEN GROUP, you can handle all jobs in the road construction cycle optimally and economically: processing, mixing, paving, compacting and then rehabilitation. Put your trust in the WIRTGEN GROUP team with the strong product brands WIRTGEN, VÖGELE, HAMM, KLEEMANN.

WIRTGEN AMERICA, Inc. • 6030 Dana Way • Antioch, TN 37013 • Phone: (615) 501-0600 • Fax: (615) 501-0691
E-Mail: info.america@wirtgen-group.com

➤ www.wirtgen-group.com/america

WIRTGEN / VÖGELE / HAMM / KLEEMANN

LINDER

www.Linder.com

Florida

Ft. Myers • 239-337-1313
Jacksonville • 904-786-6710
Ocala • 352-629-7585
Orlando • 407-849-6560
Pembroke Pines • 954-433-2800
Plant City • 813-754-2727
West Palm Beach • 561-863-0570

North Carolina

Asheville • 828-681-5172
Concord • 980-255-8345
Greenville • 252-695-6200
High Point • 336-665-0110
Raleigh • 919-851-2030
Wilmington • 910-254-2031

South Carolina

Columbia • 803-794-6150
Greer • 864-877-8962
Ladson • 843-486-8080



ESCO®
A Weir Group Division

ESCO®
Attachments

BRINGING QUALITY, INNOVATION & SUPPORT TOGETHER



XDP Bucket



HDP Bucket



ESCO AND LINDER INDUSTRIAL MACHINERY CO. An Unbeatable Combination of Performance and Service

ESCO excavator buckets are trusted for productivity and reliability. Precision engineered, our buckets feature the ESCO Ultralok® tooth system with its integrated hammerless lock that offers safe and easier tooth replacement. These features, combined with premium materials and skilled fabrication, deliver one of the most durable, high performance buckets available.

Ultralok® Tooth System



LINDER

www.Linder.com

Florida

Ft. Myers • 239-337-1313
Jacksonville • 904-786-6710
Ocala • 352-629-7585
Orlando • 407-849-6560
Pembroke Pines • 954-433-2800
Plant City • 813-754-2727
West Palm Beach • 561-863-0570

North Carolina

Asheville • 828-681-5172
Concord • 980-255-8345
Greenville • 252-695-6200
High Point • 336-665-0110
Raleigh • 919-851-2030
Wilmington • 910-254-2031

South Carolina

Columbia • 803-794-6150
Greer • 864-877-8962
Ladson • 843-486-8080

NEW INTELLIGENT EXCAVATOR

PC290LCi-11 uses 3D design data to deliver first-to-last-pass accuracy

Komatsu augmented its *intelligent* Machine Control lineup with the addition of the new PC290LCi-11 that provides first-to-last-pass accuracy. Like its predecessors, the excavator features Komatsu's unique sensor package – stroke-sensing hydraulic cylinders, an inertial measurement unit sensor and global navigation satellite system antennas – that utilizes 3D design data to accurately check its position against the target elevation and semi-automatically limit overexcavation.

“The PC290LCi-11 is perfect for applications where customers are looking for good stability

Komatsu's new PC290LCi-11 offers good stability and working range with a 30-ton-class undercarriage and the upper structure of the standard PC240LC model as well as an arm that reaches past 10 feet.

and working range. It has a 30-ton-class undercarriage and an upper structure similar to our standard PC240LC model. This excavator also includes a 3.2-meter (10.49-foot) arm,” said Andrew Earing, Senior Product Manager, Tracked Equipment, noting that a 3.5-meter arm option will be available soon. “Its size helps to avoid most transportation limits associated with larger-size-class excavators, making it a good fit for residential and utility work, as well as smaller nonresidential jobs.”

Users can load design data into the *intelligent* Machine Control box. It is displayed on a 12.1-inch monitor in a simple screen layout. A touch screen icon interface, instead of a multistep menu, simplifies operation.

Continued . . .



Andrew Earing,
Senior Product
Manager, Tracked
Equipment

Brief Specs on Komatsu's PC290LCi-11 Excavator

Model
PC290LCi-11

Net Horsepower
196 hp

Operating Weight
70,702-72,091 lb

Bucket Capacity
.76-2.13 cu yd



Display shows realistic design surface

... continued

The machine and design surface are shown in a realistic 3D format. The angle and magnification of the views can be changed, allowing the operator to select the best option, depending on working conditions.

Easily switch modes, offset functions

Operators can choose between manual and semi-automatic modes, as well as design offset functions using switches on the joysticks. The semi-automatic mode features Auto Grade Assist. As the operator moves the arm, the boom adjusts the bucket height to trace the target surface and minimize the chance of digging too deep.

Additionally, the PC290LCi has Auto Stop Control that halts the working equipment when the bucket edge reaches the design surface, which reduces design surface damage. Minimum Distance Control regulates the bucket by automatically selecting the point on the bucket closest to the target surface. Finally, the Facing Angle Compass shows the operator the facing angle relative to the target surface, allowing the bucket

edge to be accurately positioned square to the target surface.

"Komatsu introduced *intelligent* Machine Control excavators four years ago with the PC210LCi, which is now in its second generation with the dash-11 model," said Earing. "As we continued to expand our intelligent product line, we heard customers asking for a PC290LCi. With the introduction of this model, we are pleased to demonstrate our commitment to our customers."

Covered by Komatsu CARE

The PC290LCi-11 has Komatsu's KOMTRAX Level 5 technology that provides machine data such as fuel and diesel exhaust fluid (DEF) levels, Komatsu Diesel Particulate Filter (KDPF) regeneration status, machine location, cautions and maintenance alert information.

Whether rented, leased or purchased, the PC290LCi-11 is covered by Komatsu CARE, complimentary for the first three years or 2,000 hours. It includes scheduled factory maintenance, a 50-point inspection at each service interval and up to two complimentary KDPF exchanges and two DEF tank flushes in the first five years. ■

Operators can choose between manual and semi-automatic modes, as well as design offset functions using switches on the joysticks. Features of the semi-automatic mode include Auto Grade Assist. As the operator moves the arm, the boom adjusts the bucket height to trace the target surface and minimize digging too deep.



COMPLETING MORE JOBS FASTER

R.A. Alexander & Sons saves time, money with *intelligent* Machine Control equipment

Three years ago, Bill Jagoe, Owner of Jagoe Excavating, approached Mark Ballard, President of R.A. Alexander & Sons, about expanding the existing relationship between the two companies. The new collaboration helped both firms immediately by filling gaps for each. Together, the two businesses can now handle nearly any earthwork-related project.

Benefits for R.A. Alexander & Sons included the ability to offer utility-installation services and the opportunity to upgrade its equipment fleet. For the latter, Ballard contacted his local Komatsu distributor to discuss adding additional *intelligent* Machine Control equipment to complement the D51PXi dozer he purchased in 2015. Ultimately, Ballard acquired a second D51PXi in addition to a D61PXi dozer and a PC210LCi excavator. All feature factory-integrated grade control technology that makes operators even more effective from start to finish.

Advantages immediately apparent

"Augmenting our fleet with *intelligent* Machine Control pieces made us 40 to 50 percent faster, and we're achieving accuracy within two-tenths of an inch," stated Ballard. "Having a model that we can plug in and follow, speeds us up significantly. We save the most time on minor details associated with parking lots and streets. It's also phenomenal on earthmoving projects with major grade changes. There's no lost time with operators stopping to read plans or ask questions. Everything is on the in-cab monitor."

Jagoe said the results were noticeable right away. "I was surprised there weren't any stakes at the jobsite. However, I noticed that

the machines never stopped moving, and they were finishing jobs sooner. The *intelligent* Machine Control products save us money on things like surveying and material costs. Plus, we are able to do more projects because we can work so much faster." ■



An *intelligent* Machine Control PC210LCi excavator and a D61PXi dozer enable R.A. Alexander & Sons to finish jobs sooner, allowing it to take on more projects. "Augmenting our fleet with *intelligent* Machine Control pieces made us 40 to 50 percent faster, and we're achieving accuracy within two-tenths of an inch," stated President Mark Ballard.



Mark Ballard,
President,
R.A. Alexander & Sons



Bill Jagoe,
Owner,
Jagoe Excavating

► VIDEO



Discover more at
TheLinderLink.com

KOMATSU®

WORKS FOR ME™

**"WE'RE NOT A BIG COMPANY,
BUT KOMATSU TREATS US
LIKE WE ARE."**

BETTER SUPPORT.

"My cousin Thomas and I started our construction company on a wing and a prayer. We couldn't have done it without the financing, training, tech assistance and support we received from Komatsu and our distributor. The products are top quality. They make us efficient at our job, and feel connected—like they want to be our partner in this. That's why Komatsu works for us!"

Brian (left) and Thomas Cronin / Prosperity Construction / Jackson, MS

KOMATSU®

THAT'S WHY I AM KOMATSU

komatsuamerica.com



EQUIPPED FOR SUCCESS

Excavator fleet outfitted with waste packages helps recycling firm meet production goals

Lakeshore Recycling Systems (LRS) is one of the largest waste and recycling companies in the Chicago area. In order to process the massive amount of waste material that comes through its seven locations, LRS requires equipment that is dependable, versatile and durable. It found a solution with a fleet of 15 Komatsu PC210LC excavators outfitted with Komatsu waste packages.

“Our PC210s run up to 20 hours a day – sometimes as many as 11 hours straight – which is vital to keeping us on schedule,” explained LRS Managing Partner Rich Golf. “We know that they are going to run every day.”

The company uses its PC210LC fleet to sort through piles of waste material, removing pieces that can hinder the performance of its production line.

“It is an instrumental tool,” shared Golf. “Operators can identify items that might be harmful to machines downstream like hoses, electrical cords, plastics or bulky items.”

Golf touts the versatility of the PC210LC for its ability to feed the operation, a task typically reserved for a large wheel loader.

“It takes up less space, uses less fuel and eliminates tire costs,” said Golf. “It does the job of a WA500 wheel loader, just more efficiently.”

Enhanced performance

To help the PC210s perform 20-hour work days in unforgiving conditions, LRS equips its excavators with Komatsu waste packages.

“Overheating can be a serious problem,” stated Golf. “However, the Komatsu package includes an enhanced cooling feature with

wider fins and radiators that swing out. It improves access to the area and allows us to blow them out quicker to keep everything cool.”

The waste package also includes an enhanced boom arm and stick as well as extra safety guarding around the cab. Golf credits the Komatsu waste package as one reason why LRS excavators work past the 15,000-hour mark – with some already at 25,000 hours. They also play a role in ensuring that those hours are completed safely.

“Komatsu has done a great job of creating waste packages that meet our needs,” noted Golf. “This helps make the machines more durable as well as safer for the operator. Safety has been our top priority from day one, and that has been important in our relationship with Komatsu.” ■



Rich Golf,
Managing Partner,
Lakeshore Recycling
Systems



Discover more at
TheLinderLink.com

A Lakeshore Recycling Systems operator uses a Komatsu PC210LC excavator equipped with a Komatsu waste package to manage a pile of material. “Komatsu has done a great job of creating waste packages that meet our needs,” noted Managing Partner Rich Golf. “This helps make the machines more durable as well as safer for the operator.”



▶ VIDEO

PRODUCT IMPROVEMENT

INTUITIVE TECHNOLOGY

Proactive Dozing Control logic interprets data, makes decisions to mirror seasoned operators



Derek Morris,
Komatsu Product
Marketing Manager



Discover more at
TheLinderLink.com

When Komatsu unveiled its revolutionary *intelligent* Machine Control system in 2013, the integrated, mast- and cable-free, semi-automated GPS program promised increased production and precision grading. It delivered, and now Komatsu is taking the technology to another level with Proactive Dozing Control logic.

"The first iteration of *intelligent* Machine Control was a starting point," explained Komatsu Product Marketing Manager Derek Morris. "Once that was accepted in the market and became a viable part of a construction site, we focused on how to make it better."

To do that, Komatsu designed its Proactive Dozing Control system to more closely resemble

an experienced operator during initial rough-cut applications – a point when operators were not utilizing *intelligent* Machine Control.

"Traditionally, end users were only using automation to perform final grade," noted Morris. "That happened because the system would work to get the blade to grade as soon as possible, creating aggressive cuts that could stall a machine. During that phase, experienced operators would typically cut and carry large but manageable loads, so they could move the material to other parts of a jobsite. We added this logic and practice."

The result is an intuitive technology that delivers productivity gains of within 6 percent of an experienced operator.

"Proactive Dozing Control logic tracks, collects and interprets terrain data and then makes decisions based on that information," said Morris. "It can now calculate when to cut and when to carry material, while also allowing the operator to provide input on where the blade should be based on existing ground. The new system enables the operator to use automatics in applications such as stripping topsoil or spreading fill."

'Grass to grade'

With Proactive Dozing Control logic, operators are able to use the technology at all times, boosting efficiency and productivity.

"Using machine control exclusively for fine grading meant it was utilized only 10 to 20 percent of the time," said Morris. "Proactive Dozing Control logic gives Komatsu *intelligent* Machine Control dozers grass-to-grade automatics, which delivers greater return on investment." ■

Available on new Komatsu D51i-24 and D61i-24 dozers, the latest version of *intelligent* Machine Control improves automation during rough-cut applications by more closely operating like an end user. "Proactive Dozing Control logic tracks, collects and interprets terrain data and then makes decisions based on that information," said Komatsu Product Marketing Manager Derek Morris.

▶ VIDEO



www.stricklandmfg.com



one
SOLUTION



ACS
INDUSTRIES, INC.

www.acs-coupler.com

Available through Linder Industrial Machinery



DISCOVER THE DIFFERENCE.

Conquer even the most inaccessible jobsites imaginable with the Terramac family of crawler carriers. Thanks to their rubber tracks, these machines boast a low ground pressure that protects sensitive ground conditions. The highly maneuverable RT6, versatile RT9 and massive RT14 are easily customizable with a range of attachments from hydro seeders to welders, while the RT14R offers a dump bed and 360-degree rotation for precision even in tight spaces. And they're all backed by our highly trained service and support professionals, so you'll stay up and running no matter how difficult the job.

Visit **Terramac.com** to learn more or demo one today at your nearest Linder location.



RT6



RT9



RT14



RT14R

TERRAMAC[®]

LINDER

Find a **LINDER** location near you!
www.Linder.com/locations

WASTE EXPO DRAWS CROWDS

Solutions and support for rugged landfill operations showcased in Las Vegas

Companies from across the country gathered in Las Vegas for the 2019 Waste Expo to see the latest innovations for the waste management industry. Educational sessions and networking opportunities supported the exhibit area where customers met with manufacturers and inspected machines.

At the Komatsu America booth, attendees could visit with company representatives to learn about new solutions for the industry.

"We're building strong relationships with our waste-market customers and developing the machines that meet their applications," said Komatsu America Chairman and CEO Rod Schrader. "Then, in partnership with our dealers, we support them very effectively with local service and parts departments."

Customer success

Waste industry professionals who utilize Komatsu products note the positive impact the equipment has made on their operations.

"We recently switched to Komatsu and, in the past year, have added more than a dozen machines, including excavators and wheel loaders," said DTG Recycling Group COO Tom Vaughn. "The maintenance support has been fantastic."

Andrew Springer with Sun Recycling in Beltsville, Md., relies on Komatsu equipment for the company's roll-off dumpster hauling and C&D recycling operations.

"We run Komatsu wheel loaders and excavators exclusively," noted Springer. "Our environment is very rough on machines, and they stand up to the test. The most critical piece has been the dealer support in getting the parts we need, when we need them."

Komatsu featured two industry-specific machines, the D85PX-18 dozer outfitted with a waste package and the WA380-8 wheel loader with waste-handling capabilities. Both offer solutions for landfill operations.

"The D85PX-18 dozer is fully equipped and ready to push trash," noted Komatsu America Marketing Engineer Scott Ruderman. "It features an 18.4 cubic-yard blade with a trash rack to handle the lighter material and 30-inch track pads with clean-out holes for easier maintenance. The engine compartment is sealed, and the exterior hoses have been removed to prevent debris from contacting or damaging critical components."

Komatsu designed the WA380-8 wheel loader to be ready for harsh applications as well.

"We fully protect the bottom of the machine using a front frame underground, powertrain guard, fuel tank guard and axle seal guards," noted Ruderman. "Due to market demand, we've developed a guard that protects the fan cooling unit and rear grill from contact as well. The machine also has a corrugated screen outside of the intake system to prevent debris from entering the engine system." ■



Rod Schrader,
Chairman and CEO,
Komatsu America



Discover more at
TheLinderLink.com

The 2019 Waste Expo featured the latest innovations in the waste management industry, including a fully guarded Komatsu WA380-8 wheel loader and D85PX-18 dozer outfitted with a waste package.



KOMATSU®

WORKS FOR ME™

**"FAILURE IS NOT
AN OPTION IN THE
JUNGLE."**

THE MOST RELIABLE.

"At D. Grimm, Inc., we handle construction projects across the USA that keep our crews and equipment constantly on the edge. And it's my reputation that's on the line, so I choose Komatsu over all other brands because they've proved that they're the most reliable. If you need exceptional construction equipment, and a company that will work hard for you, I recommend Komatsu!"

Dawn Mallard / D.Grimm, Inc. / Conroe, TX

KOMATSU®

THAT'S WHY I AM KOMATSU

komatsuamerica.com

Linder Industrial Machinery announces new sales leaders

Chris Wilkes, Executive Vice President of Sales – Florida Division will now lead all sales efforts in Linder Industrial Machinery's North and South Carolina territories as the Executive Vice President of Sales – Carolinas Division. He has been with Linder for 15 years and brings a total of 22 years of industry experience to this role.

Based in Linder's Concord, N.C., branch, Wilkes will be responsible for all sales and operations for North and South Carolina and said, "The next couple of years are very exciting for Linder in the Carolinas. We just opened our state-of-the-art location in Concord and are getting ready to open a new full-service facility in Asheville, N.C. Not far behind will be the completion of a full training and demonstration facility as well."

His primary responsibilities will be to continue sales and rental growth throughout the Carolinas and build stronger partnerships with customers. "Linder is committed to making some major investments in the market

in the next several years, and I am pleased to be a part of this," said Wilkes.

Linder also welcomes Tom Bauers, who will lead sales as Linder's Vice President of Sales – Florida Division. With more than 20 years of experience in the equipment industry, Bauers is excited to help customers in Florida grow and expand their businesses.

He will oversee sales and operations in the state of Florida and will be based in Linder's corporate office in Plant City, Fla. "The reputation of the quality Komatsu offers and other top, complimentary equipment were key factors that brought me to Linder. These products, coupled with a high emphasis on product support and a strong, highly committed team, were the allure to bring me to the Linder organization," said Bauers.

Bauers looks forward to cultivating and deepening customer relationships. "We start with great products, followed by a knowledgeable team and industry-leading product support to ensure we help our customers maximize productivity," shared Bauers. ■



Chris Wilkes,
Executive Vice
President of Sales –
Carolinas Division



Tom Bauers,
Vice President of
Sales – Florida
Division

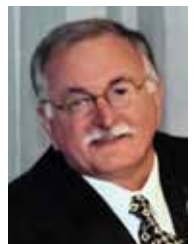
Former Linder executive passes away

Bob Olejniczak (Bob O.), former Executive Vice President of Linder Industrial Machinery passed away in August after a 15-year battle with Amyotrophic Lateral Sclerosis (ALS).

Olejniczak had a 25-year career with Ohio Komatsu distributor Columbus Equipment Company, beginning in sales and eventually led the organization as President. He and his family moved to Charlotte, N.C., and he was named Executive Vice President of Linder/Mitchell Company in 2003. In 2010, he moved to Florida where he accepted the role as Executive Vice President of the entire Linder organization until 2014, diligently working through his disease to support his family and Linder's mission.

"We all mourn the passing of a dear friend and respected leader, and we are deeply saddened by the loss," said John Coughlin, Linder President and CEO. "He had a remarkable impact both on people and on our industry. I have never met a more tenacious, yet compassionate person. On behalf of our employees and the entire company, I extend my sincere condolences to Bob's family. He will be missed by all who were touched by his life."

Olejniczak developed close relationships with many of his colleagues and customers, who remember him fondly for his mentorship, high standards and spirit. He will be deeply missed and remembered in high regard, as an example of a life well lived and a role model to those who knew him. ■



Bob Olejniczak
Former Executive
Vice President

EMPLOYEE SPOTLIGHT

MEET CHRIS BRAZEL

Technology Solutions Expert blends sales and service to increase customers' productivity



Chris Brazel,
Technology
Solutions Expert



Discover more at
[TheLinderLink.com](https://www.thelinderlink.com)

Chris Brazel's role as a Technology Solutions Expert at Linder Industrial Machinery blends sales and service for *intelligent* Machine Control equipment. "Customers are including me in their technology plans and asking how to create the best versions of their as-built drawings. It's rewarding to have them call before a new project and be able to share recommendations."

When Komatsu introduced its Technology Solutions Expert (TSE) position in 2013, Chris Brazel was interested immediately. TSEs serve as a bridge between distributors and their customers who use *intelligent* Machine Control dozers and excavators. For Brazel, the job is a great fit for his engineering background and communication skills.

"As a Senior TSE, I'm the go-to guy for everything *intelligent* Machine Control," noted Brazel. "Some days I might help an operator. The next day I may work with a superintendent, engineer, surveyor or an owner. Sometimes I'm sitting in an office, and other days I'm walking through mud up to my knees to set up a site. Every day is different, and I need to be versatile."

Finding solutions and building relationships are two keys to success for a TSE. Brazel knows he's done his job well when customers ask how they can be more efficient with their machines and jobsites as a whole.

"I feel that I've formed a great relationship with a customer when that person asks me more than

general questions about a dozer or excavator," offered Brazel. "Customers are including me in their technology plans and asking how to create the best versions of their as-built drawings. It's rewarding to have them call before a new project and be able to share recommendations.

"There have been instances when I met with the customer as well as FDOT reps, Army Corps officials and inspectors to share with them how *intelligent* Machine Control works," continued Brazel. "I showed them how our excavators could do the job without having crew members working in deep, muddy conditions. We were able to create a more efficient process as well as a safer one."

Introducing new ideas

Throughout the last six years, Brazel's role has continued to grow as *intelligent* Machine Control equipment is becoming more prevalent on jobsites. Working with customers who are new to the technology remains one of his favorite aspects of the job.

"I still get excited when helping a customer who hasn't used this type of technology," said Brazel. "Most want to adopt it because all of their competitors are doing so. Some are intimidated and not sure where to start or how to tie it all together. We set up everything so all they have to do is climb in the dozer, turn on the automatics and watch the machine do its thing for the first time.

"Many customers have years of experience, so they know how long it will take to do a job and how much it will cost," he continued. "To see the faces of owners or superintendents when they realize that they can finish the job 30-40 percent faster using the automatics, never gets old." ■

▶ VIDEO



LINDER USED EQUIPMENT

(813)754-2000 or usedequipment@linder.com



For current list scan QR or visit Linder.com/used

WHEEL LOADER

2017 KOMATSU WA380-8, Stock #E00047823, S/N A47195, 1,850 hrs Call

DOZERS

2017 KOMATSU D39PX-24, Stock #E00046062, S/N 95358, 2,308 hrs Call

2017 KOMATSU D51PXi-24, Stock #E00045645, S/N 10330, 3,230 hrs Call

EXCAVATORS

2016 KOMATSU PC240LC-11, Stock #E00045354 S/N 95166, 3,230 hrs Call

2008 KOMATSU PC600LC-8, Stock #E00036378, S/N 55168, 10,652 hrs Call

PAVERS/COMPACTORS/CRUSHERS

2016 HAMM H11IX, Stock #E00038744, S/N H2100687, 1,367 hrs Call

2017 HAMM H13i, Stock #E00040153, S/N H2340006, 1,655 hrs Call



2017 KLEEMAN MS16Z, Stock #E00041323, S/N K0480328, 778 hrs



2017 KOMATSU WA470-7 Stock #E00047823, S/N H04151850, 1,850 hrs

LINDER
Your Business Partner

Your Used Equipment
Solutions Provider



\$25 MILLION IN PARTS INVENTORY

- * OVER 160,000 LINE ITEMS
- * COMPETITIVE PRICING & DISCOUNT PROGRAM
- * 24/7 VIP PARTS ORDERING ACCESS
- * DEDICATED NEXT DAY PARTS TRUCK FOR QUICK & RELIABLE DELIVERY

LINDER
Your Business Partner



KOMATSU®

WIRTGEN

VÖGELE

HAMM

KLEEMANN

GENESIS®
The Promise of Performance.

**Superior
Broom**

MIDLAND
MIDLAND MACHINERY CO., INC.

KONECRANES®

ATLAS
CRANES & EXCAVATORS

TERRAMAC

MANTSINEN

Etnyre

LINDER

3 States | 6 Locations

www.linder.com

#StrongerTogether



Florida

Ft. Myers: 239-337-1313
Jacksonville: 904-786-6710
Ocala: 352-629-7585
Orlando: 407-849-6560
Pembroke Pines: 954-433-2800
Plant City: 813-754-2727
West Palm Beach: 561-863-0570

North Carolina

Asheville: 828-681-5172
Concord: 980-255-8345
Greenville: 252-695-6200
High Point: 336-665-0110
Raleigh: 919-851-2030
Wilmington: 910-254-2031

South Carolina

Columbia: 803-794-6150
Greer: 864-877-8962
Ladson: 843-486-8080

FOLLOW US *on Social Media*



@lindermachinery



@lindermachinery



facebook.com/linderindustrialmachinery

