



# ON TRACK

ISSUE 1 | MARCH 2017



## A note from the Boss

Brad Oats, Director

Hi and welcome to the first instalment of Trackspares' monthly newsletter, 'On Track'. As a relationship based business we are always looking at ways to keep in touch with you - our business partners.

On Track will keep you up to date with our newest products, success stories, what others have to say about their experience with us and most importantly our greatest asset - our people.

2017 has started extremely well for Trackspares, with the workshop inundated with track overhauls and frame refurbishments. More new product is rolling out the gate and our Rossi Earthmoving Parts brand has made some fantastic headway with a rapidly expanding range.

To keep up with the demand we have almost completed our new warehouse facility in Toowoomba.

We have never been better equipped to reduce machine downtime or operation and maintenance costs for our clients. Not to mention to provide a level of customer service yet to be surpassed by our competitors - we truly are 'The Genuine Alternative™'.



## PRODUCT REVIEW

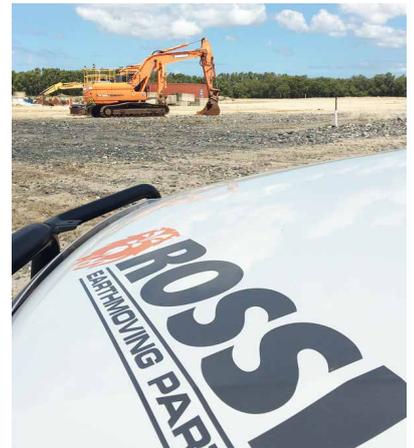


The idea is simple - supply a quality product and back it up with customer service that sets us apart from the pack. Our brand of Rossi Earthmoving Parts is well priced, with a consistent quality you know you can rely on.

We have sourced each item in the range from only the most reputable manufacturers and have tested many of these products against the OEM to determine their true quality before deciding to add them to our Rossi range.

If it's good enough to make up part of our range, it's good enough for us to put our name on. Which is why you'll see each Rossi part etched, cast or printed with our brand to ensure you can easily identify the quality of the product you are purchasing.

From track frame overhaul components, grader parts, loader frame pins and bushes, artic truck



suspension parts, elevating scraper chains or G.E.T.'s - Rossi Earthmoving Parts can help you.

If by some chance we don't have the part you are looking for it, we know where to find it and will keep it on the shelf for you in the future.



### What you're saying...

As a gold miner in remote WA time is quite literally, money. When my Caterpillar® D9 dozer transmission failed and I tried my existing suppliers in the hope someone would get me out of trouble, I was left disappointed. Not only in their lack of options, but a general lack of interest in helping me. Thankfully, I stumbled across Trackspares and am so glad I did. The team found a used transmission, overhauled it, had it tested and returned it to site faster than I could have even had my own transmission repaired.

An absolute pleasure to deal with every step of the way. It's refreshing to deal with people that genuinely want to help - I couldn't be happier!

Peter Dwyer | OAM



## Faces of Trackspares Glen Blakely - General Manager

Meet Glen, a true people person and General Manager at Trackspares. Working in the spare parts industry for over 23 years now, Glen continues to break the mold of customer service that is usually expected within the industry.

Solving problems is Glen's greatest passion - no matter the machine, make, model or application he endeavors to eliminate the 'too hard' for clients at every level of the business.

A self-admitted 'podcaster' the positive responses Glen receives from his customers continues to drive his growth in the industry, working hand in hand with the various divisions of the business.

Glen says, "The last year at Trackspares has been a huge achievement for the whole team, with sacrifice and hard work. We are just starting to harvest the benefits and efforts of these decisions."

"The people are such an enjoyable part of working at Trackspares, with their diverse talents. We have such a great pool of committed people who continue to help push the business forward on a daily basis" Glen added.

Glen describes his ideal client as someone who values a true business relationship - outside of just a needs and supply basis.

"I enjoy taking some downtime with clients, over lunch or dinner where we can discuss areas of their life outside of just what they do. Followed by a 5.30am site visit to supply their required parts or service their machinery,"

"Going above and beyond and building those deep-rooted connections is paramount to my professional development and something I will never lose sight of" Glen concluded.



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