

# AFTERSALES PRODUCTS AND SERVICES

## MORE VALUE TO YOUR WORK



# YOUR FARMING, OUR MISSION

New Holland commitment is to protect the value, the performance and the productivity of your machine over time. And your peace of mind.

In choosing New Holland you have made a quality choice. Nobody more than New Holland can guarantee after-sales products, solutions and services tailored to your machine and your mission. With New Holland you are sure that you can rely on the most proper maintenance, high performance and skilled experts, ready to help you always.



## THE QUALITY THAT MAKES THE DIFFERENCE

### **CONTROLLED PROCESSES**

New Holland guarantees that products and suppliers comply with the most stringent quality standards in terms of raw materials and production processes along the replacement parts supply chain.

### **CERTIFIED RELIABILITY**

New Holland carries out rigorous tests on the conformity, reliability and durability of all replacement parts to ensure consistent high levels of safety and performance over time.

### **ADVANCED LOGISTIC**

Advanced technology along the whole New Holland parts management and distribution chain guarantees the fast availability of replacement parts.

### **QUALIFIED ASSISTANCE**

The New Holland Service Network guarantees excellent service performance thanks to the long-lasting experience, the ongoing training, the continuous updating of diagnostics tools and highly specialized mechanics.





THE RESULT:  
**PRODUCTIVITY**



# GENUINE PARTS

## YOUR MACHINE'S FAVOURITE REPLACEMENT PARTS

**Genuine Parts**  
HIGH PERFORMANCE



New Holland **Genuine Parts** are designed to fit with your specific machine and are strictly tested to meet the stringent New Holland quality standards.

New Holland Genuine Parts ensure the best operational performance to your machine, maintaining its value over time and preventing unexpected downtime.

With New Holland Genuine Parts, you will have access to an extensive selection of dedicated aftersales products and services only available at New Holland Service Network.



**MEET DAVID, OUR NEW HOLLAND EXPERIENCED MASTER MECHANIC READY TO ANSWER ALL YOUR QUESTIONS.**

### USEFUL INFORMATION

on the technical features  
and correct behaviour  
of replacement parts

### RECOMMENDATIONS

on how and when to service your  
machine in the most proper way

### PRECIOUS TIPS

to avoid the risk of breakdowns  
and unexpected downtime



*Ask David!*





# LOGISTICS

## THE RIGHT PARTS, AT THE RIGHT TIME

New Holland knows how important it is to minimise machine downtime and get back quickly to your farming. New Holland parts logistics is organized in order to ensure error-free and rapid parts distribution. An efficient integrated stock management system allows our warehouses excellent performance.

### FAST DELIVERY

on urgent orders

### NEW STOCK FOCUSED RE-EVALUATION

allows us to forecast the future demand based on machine fleets.

### DEDICATED TEAM

of PSM and DPS to assist with your daily orders and queries



- **11 WAREHOUSES IN A WIDE TERRITORY**
- **63.000 sqm**
- **230.000 PARTS MANAGED**
- **OVER 1 MILLION ITEMS DISPATCHED PER YEAR**



# HARVESTING

## THE BEST HARVEST EVER

The harvest season has never been so carefree. New Holland has developed products and services tailored to your specific need and to your own harvesting machine, available all year long for the best success of your harvest.

### IN YOUR FIELDS, EVERY DAY, WITH YOU.

New Holland knows that no two farms are alike, and the extensive dealer network means that local knowledge is at the heart of our dealers. Your local branch is your one stop shop to assure that your harvesting machine is ready to challenge the season in perfect conditions thanks to New Holland Genuine Parts.

### NEED A PART URGENTLY DURING HARVEST?

Your dealer can offer you the solution. Why? Because he's just down the road, and knows your farm just as well as you do. Our dealers know what harvest means to you, and are committed to supporting you day by day.





# PRECISION FARMING

## PRODUCTIVITY FIRST OF ALL



Precision technologies are revolutionizing agriculture, and producers are using them more and more to reduce input cost, improve yields, and increase efficiencies. New Holland offers a full range of **Precision Land Management (PLM®)** solutions available both at factory and in aftersales. New Holland PLM® is the leading-edge solutions for managing all of your crop production needs, guaranteeing:



### REDUCED OPERATIONAL COSTS

Saving fuel and input costs by ensuring parallel passages when working either in straight lines, curves, pivots or on undulating ground.

### IMPROVED PRODUCTIVITY IN EVERY CONDITION

Allowing planting, spraying, cultivating or harvesting in difficult weather conditions or at night. Precision and accuracy are guaranteed even in dusty conditions, enlarged and optimized planted areas.

### INCREASED OPERATOR'S COMFORT

Operators can work longer hours, concentrating on the machine and the implement rather than on the steering.

### ENVIRONMENT PROTECTION

Less soil compaction which means lower evaporation rate and higher crop root penetration. Reduced fuel consumption. Reduced pesticides consumption.



#### THE CORRECTION SIGNAL

will determine:

- The accuracy of the GPS receiver, from 1 meter down to 2.5 cm
- The repeatability of the path from one year to another
- The cost of use of the solution, free or subscription based



#### THE STEERING SYSTEM

- Manual guidance
- Assisted autoguidance
- Integrated autoguidance



#### THE DISPLAY

will grant the upgrade of the system in terms of future evolutions:

- Compatible accuracy
- Steering system
- Implement monitoring and control
- Advanced operations capability



Thanks to PLM® Connect, using mobile telephone technology, users receive dynamic, real-time information on every machine working in their field and can analyze that data to make correct decisions for each and every machine in each and every field.

# SERVICE

## YOUR MACHINE IN GOOD HANDS

### **No one knows your machine better than your New Holland dealer.**

When it comes to servicing your New Holland machine, you can trust the Company and the people who design and build it. Only New Holland has the proprietary diagnostic tools and product experts who know every aspect of your machine, its components and all of the supporting technology. Your New Holland dealer is well prepared to deliver highly efficient and accurate service that's based on factory labor-time guidelines and supported by a wide array of service tools and resources. Our highly skilled technicians can quickly and accurately detect and correct maintenance issues.





# CLOSE TO OUR CUSTOMERS

Earning our customers trust is our number one priority, New Holland offers the best sales and support you will ever need. Whatever you are looking for, our staff of experts understands the importance of your equipment, and you can trust you will receive the best solution tailored to your needs. It does not matter if you are in Africa or Asia, our high standard solutions will be everywhere at your disposal.



**The satisfaction of our clients is a priority and their smiles our greatest reward.**

# OUR PURPOSE

Combine people, processes and technology to provide customers with Quality Service that exceeds their expectation and increases their profitability



PEOPLE



PROCESS



TECHNOLOGY

## THE WAY WE WORK: CUSTOMER AT THE CENTRE

- Always talking to customers
- Understanding customer's needs

## HOW WE MAKE A DIFFERENCE

- We all guarantee your machine works at their best
- We are meaningfully connected, and we believe in our purpose
- Our network at its full potential is at your disposal
- Technology and innovation is at the centre of our developments
- We create value through our environmental and social leadership

CUSTOMER





# THE VALUES THAT GUIDE US

OMERS



## PROCESS

We care about our customers, their communities and the world we live in.



## INTEGRITY AND RESPECT

Integrity equates to trust. If you cannot trust a company, why on earth would you bother doing business with them?



## PASSION

You are always looking out for your land, it's your passion, and it is your livelihood. We know that your work comes with its own set of challenges, but it will take more than machines to overcome them. What you really need is a partner in the field. That is what we are here for. Together, we will get the job done.



## TEAM WORK

No one knows the challenges farmers face better than their families. From routine work, to dealing with the unpredictable, farming is a family affair, and everyone does their part. We are part of this and we work together to reach your objectives.



*New Holland brings you a selection of its construction equipment range, which has been precisely selected based on the equipment's ability to perform on specialised operations in agricultural environments. They are now available at New Holland Agriculture for the Africa and Middle East Network.*