

SUCCESS STORY

Accelerating Aftersales Capabilities and Maximizing Uptime at Terex Materials Processing with Aquant

Reducing time to find machine solutions by up to 70% and delivering actionable responses in 7 seconds or less



Industry:
Heavy Machinery

Country:
Global

About Company

Terex Materials Processing, a global leader in materials processing equipment for industries like quarrying, mining, recycling, and construction, prioritizes customer satisfaction and machine uptime by driving innovative service solutions for dealers and end customers.

Challenges



Increasing Machine Complexity

With the rise in machine variations and sophistication, technicians found it harder to diagnose and repair equipment efficiently, leading to delays in troubleshooting.



Disparate Information Systems

Keeping information consistent across internal teams, global dealerships, and customers was a persistent challenge, leading to a fragmented customer experience



Customer Expectations for Speed

Downtime for machines meant significant costs for customers, creating pressure to resolve issues quickly and accurately.

Partnering with Aquant to Leverage AI-Powered Tools

Terex MP chose Aquant after a rigorous evaluation of various AI platforms. The decision was driven by Aquant's experience in the sector, tailored solutions for complex machines, and the exceptional level of support during the proof of concept.



*"The quicker we can support the dealer, the quicker we can fix the customer machines on-site. Aquant enables that," said **Wallace Mahaffy, Technical Training Manager***

*"This is where you see the difference between a supplier selling a product and a partner implementing a solution," said **Marco Piovano, Vice President of Parts & Solutions***

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How Terex Materials Processing and Aquant Drove Seamless Implementation

Terex MP's implementation process featured global trials, proactive training, and round-the-clock support. Trials across dealerships from Australia to Texas and South America gathered dealer feedback and ensured multilingual functionality. Aquant's customer success team provided tailored training, facilitated adoption, and optimized the system for Terex MP's workflows. Their 24/7 support minimized downtime by addressing global customer needs. Terex MP praised Aquant's proactive and collaborative approach, highlighting their on-site visits, personalized training, and dedication to understanding their unique requirements.

Faster Repairs, Higher Uptime

Aquant enabled faster information capture, **reducing the time needed to find machine solutions by up to 70%**. Terex MP's dealers resolved customer issues faster, maximizing machine uptime.

Multilingual and Intuitive Responses

Aquant enabled global scalability by streamlining service delivery across languages and regions. Dealer engineers praised the intuitive design and efficiency gains, contributing to **faster response times and increased overall dealer satisfaction**.

Collaborative Implementation

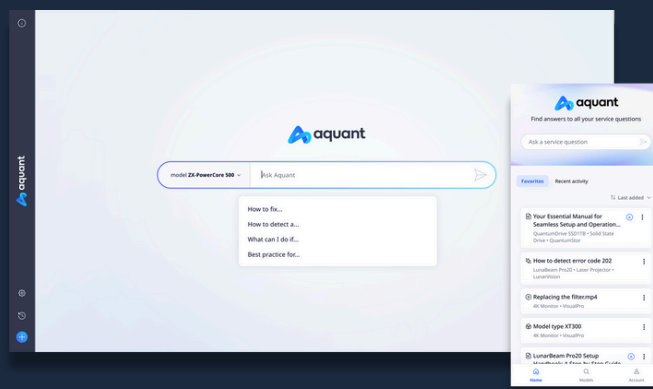
From immediate engagement to on-site visits and personalized training, the Aquant team demonstrated **a commitment to understanding and meeting Terex MP's needs**.



"The Aquant team's customer success managers have been an absolute pleasure to work with. After the initial call, they jumped on a plane to see how we actually work—it was the first sign of a great partner," said **Wallace Mahaffy, Technical Training Manager**

Elevating Service Business with Aquant

Aquant is an AI platform for service professionals working with complex equipment. It delivers expert-level answers instantly by capturing documented and institutional knowledge – improving machine troubleshooting, cutting costs, and turning service into a revenue engine. With Aquant AI, service professionals can be ready for anything.



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