

# Texas Motive Solutions - FAQ

## 1. What are we announcing?

Effective Jan 16, 2018 Texas Motive Solutions has the privilege of assuming the Interstate PowerCare Texas territory. Texas Motive Solutions will be the premier sales and service solution for Hawker Powersource.

## 2. Is this an acquisition?

Legally and financially speaking, this is not an acquisition. Interstate PowerCare, Texas Motive Solutions, and Hawker have partnered together to form a seamless transition for our customers and employees. Texas Motive Solutions is taking over a very successful business many of you developed over the last 10 years and is innovating new solutions to make the customers' sales and service experience exceptional. Texas Motive Solutions and Interstate PowerCare share similar cultures insuring that Texas Motive Solutions will continue its' growth and goal to become Hawker's number one solutions provider in the marketplace. Texas Motive Solutions will also acquire a variety of key products, not offered by Hawker, in order to give our customers the best solutions.

## 3. How does this benefit everyone?

This strategic transition will benefit everyone for the following reasons:

- Both organizations have worked tirelessly to ensure a seamless transition for the customers and key employees.
- Both organizations insist on treating our customers with care, respect, and partnership.
- Both organizations prioritize decisions by putting God first to provide the best service and sales.
- Both organizations focus on developing high-quality solutions that we can be proud of.
- Both organizations share a similar business philosophy and values.

## 4. What are the benefits to Texas Motive Solutions?

- Interstate Batteries and Hawker are supporting and assisting Texas Motive Solutions throughout the transition.
- Strong senior leadership, most of whom have lead the industry for over 15 years in sales, service, and management
- Access to the best people in the industry to align our service first mission
- Access to strategically selected and proven products
- A great existing customer base

## 5. What are the benefits to current Interstate Batteries?

- Interstate is able to focus on their core business.
- Interstate is excited to help a team member form and operate their own successful business.
- Interstate is able to insure employees the opportunity to secure a position and financial security.
- Interstate knows that Texas Motive Solutions, as a partner, will continue to improve and grow the success Interstate has already begun.
- Texas Motive Solutions will be one of our premier service providers for new National Account Initiatives.
- Interstate knows that future sales and services of innovative Interstate products will be handled with the utmost integrity and professionalism.

## 6. How does this benefit Texas Motive Solutions' customers?

The support and assistance of both Interstate PowerCare and Hawker throughout the process ensures the customers will have a seamless transition for the following reasons including but not limited to:

- Wait until you see this team!
  - The senior sales and operations team is made up of the industry's best, who all have experience of over 15 years, and you are already working and/or have worked with many of them.
  - The service team is led by one of the industry's most trusted and knowledgeable leaders with over 29 years of experience, and you are already working and/or have worked with him.
- Service is the key focus and will cover the same territory!
  - With service being the top priority, in addition to the service you are currently receiving, we have trained existing technicians, with the following focuses:
    - Big picture solutions to save you costs and increase efficiency
    - Accessibility
    - Cooperation with Interstate and Hawker to transition in a timely manner to provide user friendly products and services
  - We are ADDING and training service technicians, who will each go through our innovative training program with the following focuses:
    - Customer first
    - Safety
    - Improved knowledge base
    - User friendly
  - We are streamlining internal processes within the territory for service technicians to expedite quality service and these are just a few examples:
    - streamlined routes
    - our trucks will be equipped with customer service products
    - our technicians will receive additional training to provide better logistics for the customer
- The new product lists and new technology with the cooperation of Interstate Batteries and Hawker is revolutionary!

- We are working with Interstate Batteries and Hawker, based on customer feedback, to develop key innovative products that will reduce your operating costs and provide CUSTOMER FRIENDLY business solutions.
- We are preparing user friendly guides to assist our customers with our products.
- We are working with Hawker to streamline product delivery time to our customers.
- Integrity is the name of the game!
  - Christ is first and "without him we can do nothing"
    - Christ allowed us to have this opportunity and Texas Motive Solutions is made up of employees with the mindset to serve our customers based on a higher calling.
    - Prayer and hard work was at the forefront of every decision and strategy in our formation.
  - Service is second only to Christ and we know that without the best service we CANNOT succeed.
    - Each innovative decision will be made with the mindset of, "does the decision better serve the customer"?
  - Sales are a close third to thrive and provide capital to invest in customer solutions.
    - While sales rank a close third, Texas PowerCare knows sales fuel our ability to grow and acquire innovative solutions to serve the customer.

## **7. How does this impact customer, partners & suppliers? Why is this good for them?**

- Interstate PowerCare customers will enjoy business as usual during the organized transition of the Hawker line to Texas Motive Solutions.
- The customer "Touch Points" for both companies will not be changed immediately, so our customers will experience the same excellent Hawker Products, Motive Services and customer relationships they knew prior to this transition.
- Interstate PowerCare is committed to Texas Motive Solutions customers and the future growth of the Texas Motive Solutions. We see each of you as a key part of this successful transition.
- Texas Motive Solutions recognizes each member of the team as an integral part of this successful transition.
- Together Interstate PowerCare, Texas Motive Solutions, and Hawker will ensure its customers, partners, and employees a seamless transition with minimal impact on Interstate's business and employees.

## **8. Will we continue with the Interstate Brand?**

Texas Motive Solutions will transition over to the Hawker Brand. Interstate PowerCare will continue to offer the Hawker brand through their selected National Account Portfolio solutions.

## **9. Will I still work with the same people in the transition to Texas Motive Solutions?**

- Texas Motive Solutions recognizes many of Interstates employees as keys to successful transition and opportunities for growth.
- Texas Motive Solutions is excited to announce that many of Interstates employees, through the cooperation of Interstate, have been selected to continue to work with each other because of your hard work and dedication to the industry.
- Texas Motive Solutions will also employ additional team members to enhance the already strong sales and service team.

## **10. What does this mean to Hawker regarding support and access of products?**

- Hawker is part of the team transition to Texas Motive solutions as Hawker's representative.
- You and the customers will have access to the same product, warranty and service Hawker has always provided.

## **11. How will the ownership change affect my company/processes/business relationship?**

This positive transition provides a leaner, agile and stronger company with more focus, skills, capability and offerings to better serve the customers. Texas Motive solutions will retain and grow its' customer-centric culture with the same service standards and increasingly better customer support.

## **12. Is this change immediate?**

No, Interstate PowerCare and Texas Motive Solutions are working together to transfer each market successfully. We will be working with you and them on a seamless transition beginning January 16<sup>th</sup> through April 30<sup>th</sup>.

## **13. Where is the corporate headquarters and locations for Texas Motive Solutions?**

- The corporate office is in Irving, Texas and the warehouse locations will be in Irving, San Antonio, and Houston.
- Texas Motive Solutions is in the process of renovating three new facilities and will continue to operate at Interstates' current Dallas and San Antonio locations until its' new facilities are completed.

## **14. Who do I call if there are any general questions?**

Please submit your request through our website: <http://www.txmotive.com/>