

TRADE PRESS RELEASE

Milestone Announcement

MEDIA INQUIRIES

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Cat® Job Site Solutions celebrates 20 years of delivering outcomes customized to customer needs

- Groundbreaking approach that leverages both Caterpillar's collective expertise and the world-class Cat dealer network to deliver results for customers
- Assists operations with achieving equipment's full potential and maximizing availability
- Faster and smarter future, powered by data-driven insights, digital connectivity and a customer-first mindset

IRVING, Texas, December 22, 2025 – Cat® Job Site Solutions marks the 20th anniversary milestone of its innovative and fresh approach to customer support, built on delivering more value. Its genesis was a simple question written on a whiteboard in 2005, “How can we do things differently for our customers?” Today, that question has fostered a global program leveraging the collective expertise of Caterpillar and the Cat dealer network to achieve customer objectives through outcome-based site performance agreements: Cat Job Site Solutions.

For 20 years, Cat Job Site Solutions has modeled its services on a commitment to customer success. The team does this alongside Cat dealers through flexible contracts that hold each party – Caterpillar, dealer and customer – accountable to deliver on customer objectives. Each entity aligns incentives and shares risk, so that when one party wins, everyone wins. Further reducing complexity for customers, a Cat Job Site Solutions agreement incorporates equipment, maintenance, data insights and related services into a predictable monthly cost.

These solutions are not only about machines but align on delivering measurable results that drive efficiency, productivity and lower overall costs. They are not limited to a specific product, technology or service, and site solutions teams work across multiple industries – construction, industrial, mining, quarry and aggregates, waste, and more.

“Together with our dealers and Caterpillar teams, we've helped customers increase equipment availability, reduce operating costs, improve cash flow and promote a culture of safety by listening first and solving second,” explains Matt Kees, vice president and general manager for Cat Job Site Solutions. “That trust, earned site by site, is what sets Cat Job Site Solutions apart.”

Whether involved in a single aspect or multiple elements of the organization, Cat Job Site Solutions works across all levels within the company.



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"Customers are drawn to Cat Job Site Solutions for many reasons, including flexible financing through collaboration with Cat Financial, lowered fuel costs through comprehensive fleet management or extended component life with condition monitoring," offers Marc Cameron, senior vice president of Caterpillar Resource Industries. "Our solutions start with understanding the customer's site targets and then crafting a solution specifically for its needs. This could look like reduced production costs through better maintained haul roads or increased operator capacity through expert training."

A faster, smarter future

From the beginning, the site solutions team asks customers one powerful question, "What outcomes do you need?" Collaborating with the dealer, Cat Job Site Solutions develops and executes the plan with clearly defined deliverables to achieve those outcomes. Solutions aren't one-size-fits-all but are based on the unique needs of the customers, and Caterpillar experts at the site become part of each customer's team, ensuring solutions are customized for their needs.

"The next chapter of Cat Job Site Solutions is being written today, powered by data-driven insights, digital connectivity and the same 'customer-first' mindset that got us here," says Kees. "And we are just getting started because problem solving side-by-side isn't just our past. It's our future."

Beyond connectivity and data, the future of Cat Job Site Solutions also harnesses the power of real-time predictive analytics to increase machine availability. Denise Johnson, group president of Caterpillar Resource Industries, adds, "The future of Cat Job Site Solutions is faster, smarter and even more connected. We're embedding data-driven experts on site, monitoring fleets in real time, and creating predictive feedback loops that prevent downtime before it happens."

With the future tied to its past, Cat Job Site Solutions celebrates 20 years of delivering more value. "This business started with the concept of creating something that had never been done before – a commitment to customer outcomes," shares John Shanahan, founding team member of the program and current senior vice president of Caterpillar Oil & Gas and Marine Division. "As a member of the founding team, I could never have imagined just how far the idea would go, but it was built on something timeless – a deep passion for our customers and a drive to create an experience unlike anyone had ever had before."

More information on Cat Job Site Solutions can be found by visiting cat.com/jss.

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NOTE TO EDITORS

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