

Meeting customer demands in extreme conditions.

The Challenge

A Class 1 Rail Road needed an on-site team to clean, prep and repair their railcars with locations in both Carlsbad and Socorro, New Mexico. The teams would be required to work in extreme heat and unique environmental conditions. Conditions included uneven terrain that the teams would have to navigate in order to properly service and clean the railcars. The workload was another obstacle to overcome. On a typical day anywhere from 50-100 cars are processed at the sites.

The Holland Solution

Holland's M-Bar-D business unit created two dedicated on-site teams to meet the Class 1's requirements. Depending on the time of year and season 10-20 employees man the sites in Carlsbad and Socorro. Both sites perform rail car prepping, cleaning and repairing. Third party involvement in the daily operations of the sites is also a critical component of the sites' success. The teams are empowered to work closely with the on-site third parties in order to meet the Class 1's expectations.

Holland is committed to customer satisfaction. Offering dedicated solutions to unique customer challenges is a testament to that commitment.

View Case Study Footage on the [Holland LP YouTube Channel](#).

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