SIS2GO
FACT SHEET

The Cat® SIS2GO subscription offering for retail and small core customers, as well as any customer without access to SIS 2.0. It offers customers the opportunity to access Cat service information for the serial number(s) they own. Cat equipment owners will also be able to access parts and Operation & Maintenance Manual (OMM) information within the app at no charge. Customers can also download information to use when working in remote locations. Use this fact sheet as a reference to answer questions and help customers understand the benefits of the SIS2GO app. Customers can also learn more about the SIS2GO app here.

OVERVIEW:

Download SIS2GO for no charge from app stores to access:

- » Cat® Operation & Maintenance Manuals (OMMs)
- » Cat Parts Manuals
- » The information needed to identify, verify, and seamlessly order genuine Cat parts

For an affordable subscription, customers can also access the Cat service manual information for the equipment they own. This includes:

- » Troubleshooting guides
- » Step-by-step repair procedures
- » Hydraulic and electrical systems schematics
- » And much more

WHO IS THE IDEAL SIS2GO SUBSCRIPTION OFFERING CUSTOMER?

- Retail and small core customers; non-SIS subscribers
- Performs some or all of their own maintenance and repairs
- Needs to download equipment/machine information or service instructions for use when working in remote locations

HOW DO CUSTOMERS BENEFIT FROM SIS2GO?

- Reference step-by-step guidance and information from Caterpillar when troubleshooting, repairing, or maintaining equipment
- Identify the right part(s) for equipment with 3D illustrations and easily navigate between parts information and repair instructions
- Access Cat service and parts information in areas with and without cell coverage

WHERE CAN CUSTOMERS PURCHASE SIS2GO SUBSCRIPTIONS?

Caterpillar offers SIS2GO subscriptions to customers through app stores including iOS, Android, and Windows. Pricing information is available at the app stores.

HOW DOES CATERPILLAR CONFIRM EQUIPMENT OWNERSHIP WHEN CUSTOMERS REQUEST SIS2GO SUBSCRIPTIONS?

Caterpillar verifies customer ownership of the specific serial number using the Caterpillar Admin Tool. If a serial number can't be confirmed, Caterpillar will ask the Cat dealer to help confirm ownership.

CAT®

HOW ARE THE SIS2GO, CAT CENTRAL, AND VISIONLINK® APPS DIFFERENT?

SIS2GO offers customers the opportunity to access Cat service information for their equipment and seamlessly identify and order parts in one integrated app. It's accessible with or without cell coverage, allowing you to download service instructions for use in remote locations. The app also offers an optimized mobile experience. With SIS2GO, customers can maintain, troubleshoot, and repair their Cat equipment with confidence.

In comparison, Cat Central is a great tool for quickly finding and buying parts and getting 24/7 support. With VisionLink, customers can manage the health of their assets and improve their operations.

WHAT IS THE DIFFERENCE BETWEEN SELF-SERVICE OPTIONS (SSO) AND SIS2GO?

Our Self-Service Options allow customers to do their own basic repairs by providing service instructions, along with parts and tooling information, for a single repair event on a specific serial number. With a SIS2GO subscription, customers can access parts information, maintenance manuals, and service information. This is an excellent choice for a customer who plans to do their own repairs on an ongoing basis.

WHAT IS THE DIFFERENCE BETWEEN A SIS 2.0/ SIS2GO SUBSCRIPTION (OFFERED BY DEALERS) AND A SIS2GO SUBSCRIPTION (OFFERED BY CATERPILLAR)?

With a SIS 2.0/SIS2GO subscription (offered by dealers), customers can access the parts information, Operation & Maintenance Manuals, and service information for all serial numbers. SIS2GO is automatically included with a SIS2GO subscription.

With a SIS2GO subscription (offered by Caterpillar via app stores), customers can access the service information for the serial number(s) they own for an affordable fee. They can also access parts information and Operation & Maintenance Manuals for all serial numbers. While dealers can't sell SIS2GO directly, they can promote it to help drive part sales for their businesses.

CAN CUSTOMERS COMPLETE THEIR PARTS PURCHASE IN SIS2GO?

When customers add parts to their shopping cart in SIS2GO, they will transition to Parts.cat.com or Cat Central (if available in your region) to complete their purchase. Customers can create parts lists and/or shopping carts in SIS2GO and save them in the app or email lists to themselves. In many cases, the customer calls or visits the Cat dealer to place the physical parts order.

WHEN IS A GOOD TIME TO PROMOTE SIS2GO?

Whether you're at the parts counter or with customers on site, consider introducing the Cat SIS2GO app. It's important to do this when the customer is experiencing a positive dealer interaction—not when they're in a hurry or frustrated by parts availability, invoicing, or a warranty issue. If you're promoting SIS2GO as part of outbound call campaigns, it may be harder to read individual customer reactions. That makes it even more important to have a concise value proposition, compelling promotions, and a call to action to get the customer to begin interacting with the SIS2GO site.

ADDITIONAL RESOURCES

Cat Dealer| SIS2GO | Caterpillar

GET SIS2GO TODAY!

Available on Windows, IOS and Android platforms.

Customers can get started today by downloading SIS2GO from app stores. Share this QR[1] code so they can download the app right away. Or they can visit cat.com/SIS2GO to learn more.