

## Personalizing Client Relationships to Fulfill Needs

### The Challenge: Find a Company that Meets High Standards

Communication, fast service and quality work.

Those are the key factors in a successful relationship for a trailer leasing company and its service provider, said Ricardo Rodriguez, manager of technical services for Matlack Leasing, LLC.

Matlack, based in Houston, Texas, owns 1,100 trailers it leases out to customers across the country.

“I have to rely on the depots – I don’t have eyes on Indiana, Chicago, South Carolina – I need to have a company I can rely on to be my eyes over there so I can maintain the fleet and the costs,” he said.



### The Solution: Turn to CTTECH for Reliable Service

Matlack has been working with what is now CTTECH for the past five years as one of its fleet maintenance providers to handle inspections, repairs and cleaning for hundreds of Matlack’s trailers.

“[CTTECH] is one of my top companies up north who I will take my trailers to,” Rodriguez said. “They have our trailers coming and going year-round – it’s always circulating.”

Reliability for the long haul – that’s CTTECH’s promise, and for Matlack, they deliver.

“For me, the most important thing is communication. Even if they don’t have an answer, you want to know they’re working on it,” Rodriguez said. “That’s something all shops don’t do.”

Rodriguez himself comes from the service side of the business, having run a repair shop for years. He’s familiar with both the customer and provider roles and can gauge quality work.

“Most companies can weld but not all are going to leave the barrel nice and shiny — you can see the quality,” he said.

### LOCATIONS

Texas – Houston  
(713) 926-3577

Texas – Channelview  
(281) 457-9839

Texas – Beaumont  
(409) 724-2805

Texas – Angleton  
(979) 318-3995

Louisiana  
(225) 677-8377

Alabama  
(251) 679-0037

Indiana  
(219) 977-8742

For more information, please visit [cttech.com](http://cttech.com)