



C O R P O R A T E C A P A B I L I T I E S

OUR SUCCESS STORY

KEY MOMENTS



- DEC. 2001: Founded in 1970 as “Central Controls” Centro is acquired by David Forell & Mike Gallagher
- APRIL 2002: The business is reorganized into a Product Focused Divisions & Business Strategy revised to move from price & availability focus to a Solutions Focus
- OCT. 2003: Green Controls Acquisition—added the Northern Louisiana territory based in Shreveport. Selected as Finalist in Small Business of the Year Awards
- MARCH 2006: Pelican Industrial Acquisition, added a branch in N. Louisiana & E. Texas
- OCT. 2006: Acquired BAT Pump & Supply in El Dorado, added a branch in S. Arkansas 2006. Finalist in Small Business of the Year Awards
- DEC. 2008: Acquired Trigon Engineering Company in Memphis.
- 2008: Finalist in “Best Places to Work” Contest
- JAN. 2009: Compressed Air Division and Pump & Seal Division launched as separate business units
- MAY 2009: Appointed by DOE as Energy Star Partner for the industrial market
- SEPT. 2010: Dave Forell named in Memphis Business Journal as CFO of the Year
- MARCH 2012: Clements & Associates Merged into Centro and creation of the Process Equipment & Sanitary Division
- MAY 2012: Selected by the Memphis Business Journal as Small Business of the Year for 2012
- JUNE 01, 2012: Acquired Meredith Air Controls in Nashville and added to the Compressed Air Division
- OCT. 2012: Acquired the assets of House of Pumps and added this to the Pump & Seal division and the Shreveport LA branch
- OCT. 2012: Acquired Hydragear in Shreveport and added this to the Shreveport branch and Compressed Air Division and to the Shreveport LA branch
- NOV. 2012: Acquired assets of National Instrument Supply Company of Nashville and created the NISCO division
- DEC. 2012: Acquired the assets of Action Fluid Power of Memphis TN and merged it into the Memphis branch and the Compressed Air Controls division
- DEC. 2012: Acquired the assets of Technical Specialties and established the Mobile AL branch
- 2014: Centro named one of the 100 largest privately held businesses in Memphis. Dave Forell retires
- AUG. 2015: Centro selected for the Pacesetter award for high growth in 2012, 2013 and 2014.
- APRIL 4, 2016: Opened Birmingham Branch
- 2016: Mike Gallagher selected as 2016 Executive of the Year by the Memphis Business Journal
- 2016: Centro selected by the Memphis Commercial Appeal as one of the 50 Best Places to work in Memphis
- APRIL 2017: Appointed by TVA to EnergyRight® Solutions Preferred Partners Network
- JAN. 2018: Rebranded and expanded the Compressed Air Control Division into the Automation & Robotics Division — added key product lines like Denso, Dornier, Rethink, Rollon and others in the 1st Half of 2018.
- JUNE 2018: Acquired Advanced Industry Support and combined it with the Automation & Robotics Division
- to create integrated mechanical and electrical automation solutions.
- FEBRUARY 2019: Acquired Machine Automation and established a branch in Knoxville to serve customers in Eastern Tennessee.
- APRIL 2022: Acquired Eagle Valve & Automation and merged Eagle into the Valve, Actuation & Engineered Products Division
- JULY 2023: Completed the relocation of Advanced Industry Support into the renovated Memphis facility and launched our value-add Center.
- SEPTEMBER 2023: Launched new fully ERP integrated CentroMROSupply.com eCommerce site.
- JANUARY 2024: Launched the 7th product focused division, Bulk Solid, Material Handling & Dust Collection division.
- NOVEMBER 2024 Centro is named by the Memphis Business Journal as #40 of the 60 fastest growing companies.
- JANUARY 2025 acquired Lecorp and merged Lecorp into the Bulk Solid Material Handling Division of Centro.
- MARCH 2025 relocated the Birmingham branch into a larger Centro owned space in Irondale AL,

ACQUISITIONS & MERGERS

Centro's strategy focuses on the creation of customer-centric solutions. This strategy has guided the business as we grew from 3 locations to 9, acquired 15 companies and grew from 39 employees to 102



Clements and Associates
Process Engineers

Action Fluid Power

House of Pumps, Inc.



LECORP



Technical
Specialties Inc.

Hydragear



Meredith Air Controls, Inc.



B.A.T.
Pump & Supply



COMPANY GROWTH

SALES HISTORY

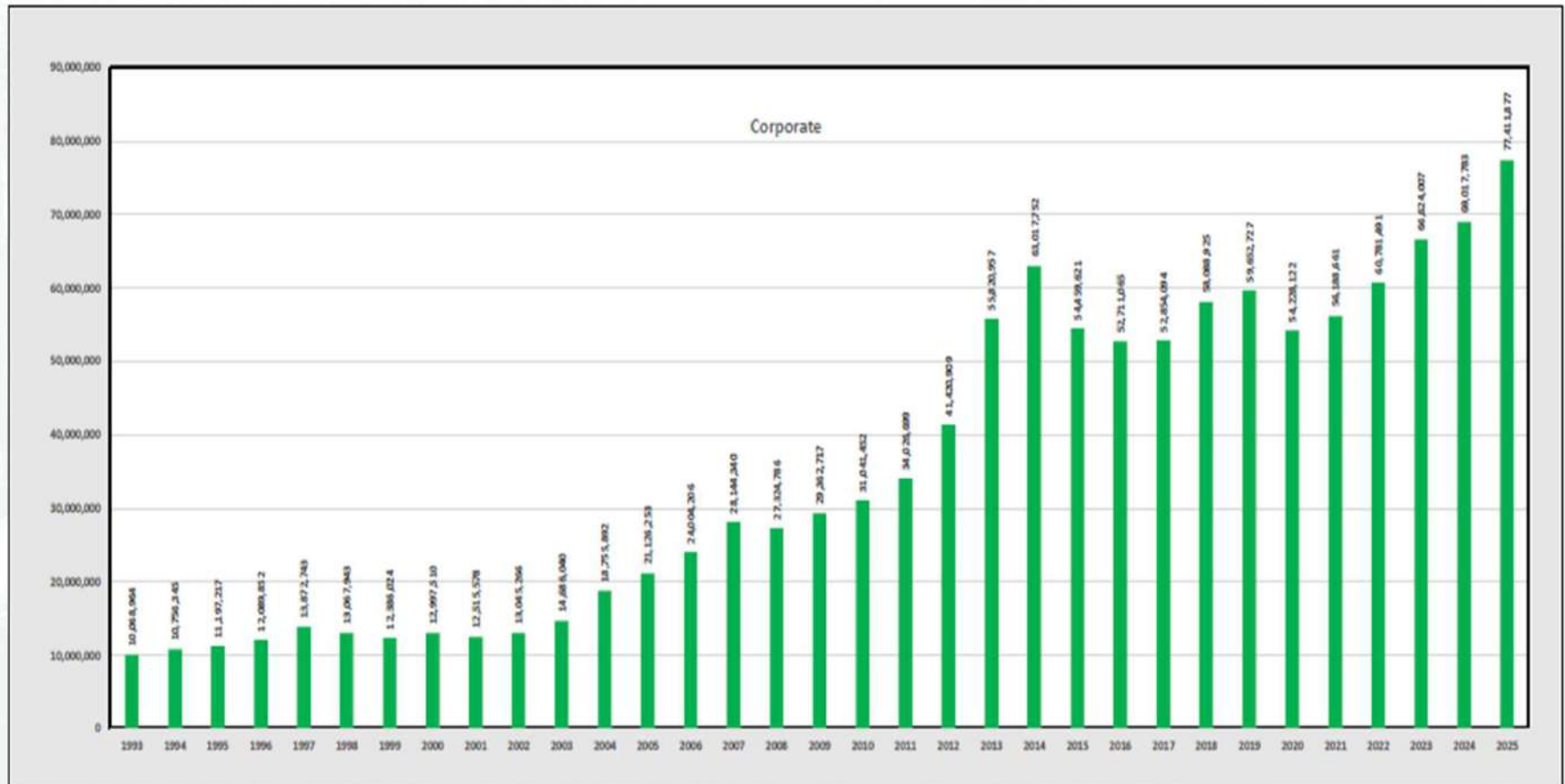


2020 Actual
\$54,278,122
Covid
Pandemic
March 2020

2023 FINAL:
\$66,624,007

2024 FINAL:
\$69,017,000

2025 Final:
\$77,500,000



MANUFACTURING

TARGET INDUSTRIES

Centro's strategy focuses on the creation of customer- centric solutions. This strategy has guided the business as we grew from 3 locations to 9, acquired 1 companies and grew from 39 employees to 102

PROCESS MANUFACTURING

- Oil & Gas Extraction
- Food & Kindred Products
- Paper & Allied Product
- Chemicals & Allied Products
- Petroleum Refining
- Primary Metals Industry
- Electric Power Generation
- Distilled Spirits
- Cement Manufacturing

DISCRETE MANUFACTURING

- Automotive & Tier 1
- Appliance Manufacturing
- OEM
- Material Handling
- Injection Molding
- Textile
- Furniture
- Printing & Publishing
- Lumber & Wood Products



OUR CLIENTS

CENTRO CUSTOMERS

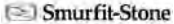
- Highly Diversified Customer Base
- 36,000 Open Accounts
- 9,000 Active

OUR CLIENTS

CENTRO CUSTOMERS

- Highly Diversified Customer Base
- 36,000 Open Accounts
- 9,000 Active

CORPORATE LEADERSHIP, SALES MANAGEMENT, AND PRODUCT EXPERTS

MEET OUR MANAGEMENT TEAM



CORPORATE LEADERSHIP TEAM



Mike Gallagher
President & CEO



Jerry Walling
VP Sales & Marketing



Jay Wiley
CFO



Brad Davis
Business Development Manager
Instrumentation, Measurement &
Controls



Megan Ferloni
COO



Scott Wells-PE
Systems & Business
Development Manager
Bulk Solid Material Handling
Division



Brandon Scordino
CIO & VP Digital Sales



Gary Prescott
Division Sales Engineer
Process Equipment &
Sanitary Division

SALES MANAGERS



Andy Silas
Division Sales
Manager
Instrumentation,
Measurement & Control



Greg James
Division Sales
Manager
Pump & Seal Division



Joe Tabor
Division Sales
Manager
Process Equipment &
Sanitary Division



Mike Milligan
Division Sales
Manager
Valve, Actuation &
Engineered Products
Division



Jay Reed
Division Sales Manager
Filtration & Purification



Mike McCreary
Division Sales Manager
Automation & Robotics Division



Lee Free
Regional Division Sales Manager
Bulk Material Handling & Dust
Collection Division



Ryan Dunlap
Regional Division Sales Manager
Bulk Material Handling & Dust
Collection Division

OPERATIONS, CUSTOMER SERVICE, VALUE-ADD AND ECOMMERCE



MEET OUR MANAGEMENT TEAM

BRANCH MANAGERS



Amos Hutchinson
Value Add & Branch
Manager
Memphis, TN



Brandon Michael
El Dorado, AR



Will Jones
Little Rock, AR



Kenny Cook
**Birmingham, AL
Knoxville, TN**



Eric Kirkendall
Shreveport, LA



Louis Feirman
Mobile AL



Scott Snelling
**Nashville, TN
Paducah, KY**



Kane Jordan
NISCO

DIGITAL SALES



Molly Williams
**IT & Digital Sales
Manager**



Ramsey Roberts
Digital Strategist



Christie Piazza
**Digital Integrations
Manager**



Hanna Montgomery
**Digital Content
Analyst**



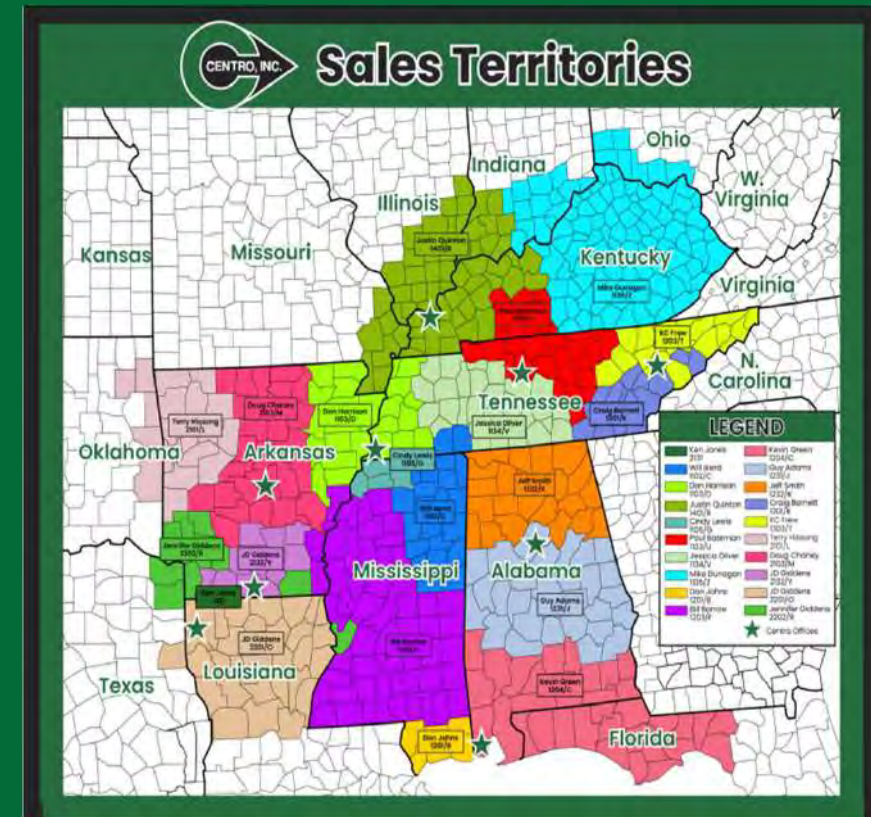
Jordan Reed
**Digital Content
Analyst**



Bridgett Graves-
Wyatt
**Manager,
eCommerce
Customer
Service**



19 Outside Sales Professionals



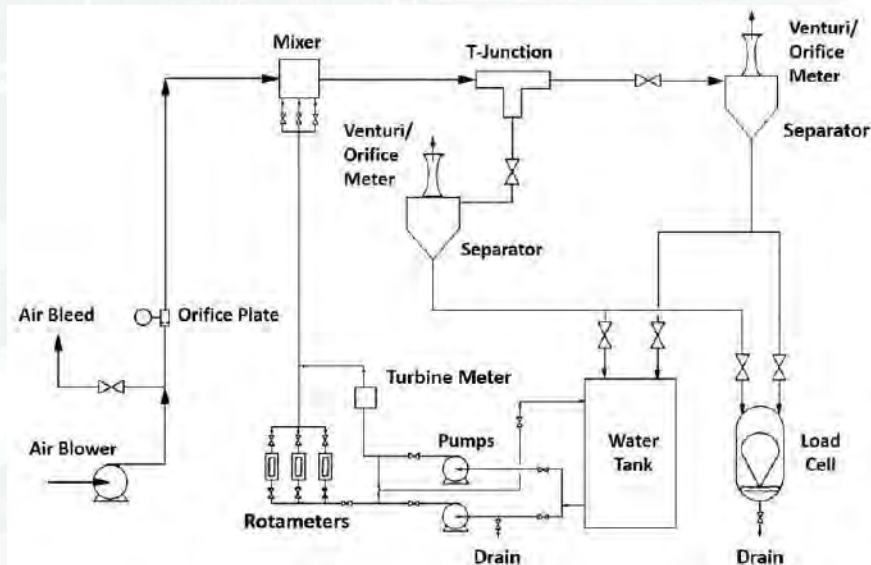
THE BEST SOLUTIONS FLOW THROUGH US

OUR STRATEGY AND MISSION

Our mission is to be regarded by our customers and community as the best supplier of automation and control product solutions to industry.



Don and Mike's most excellent adventure



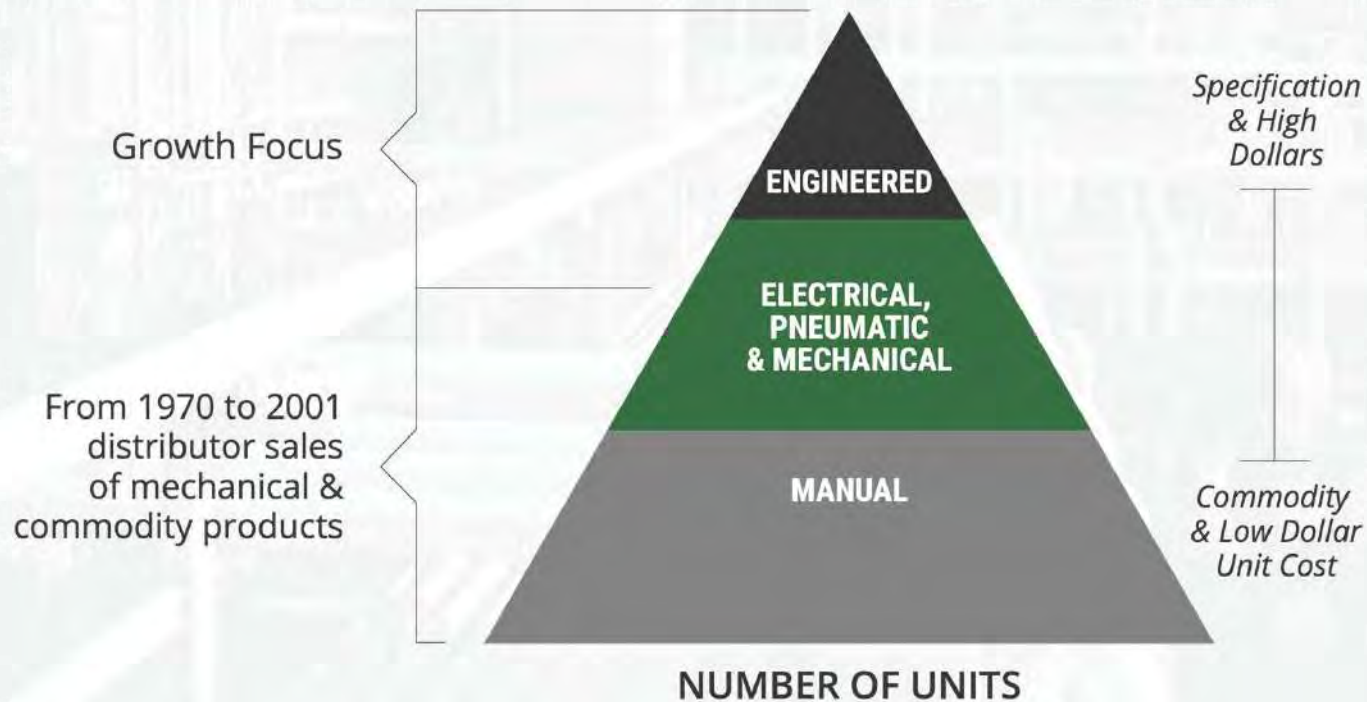


AWARDS & RECOGNITIONS



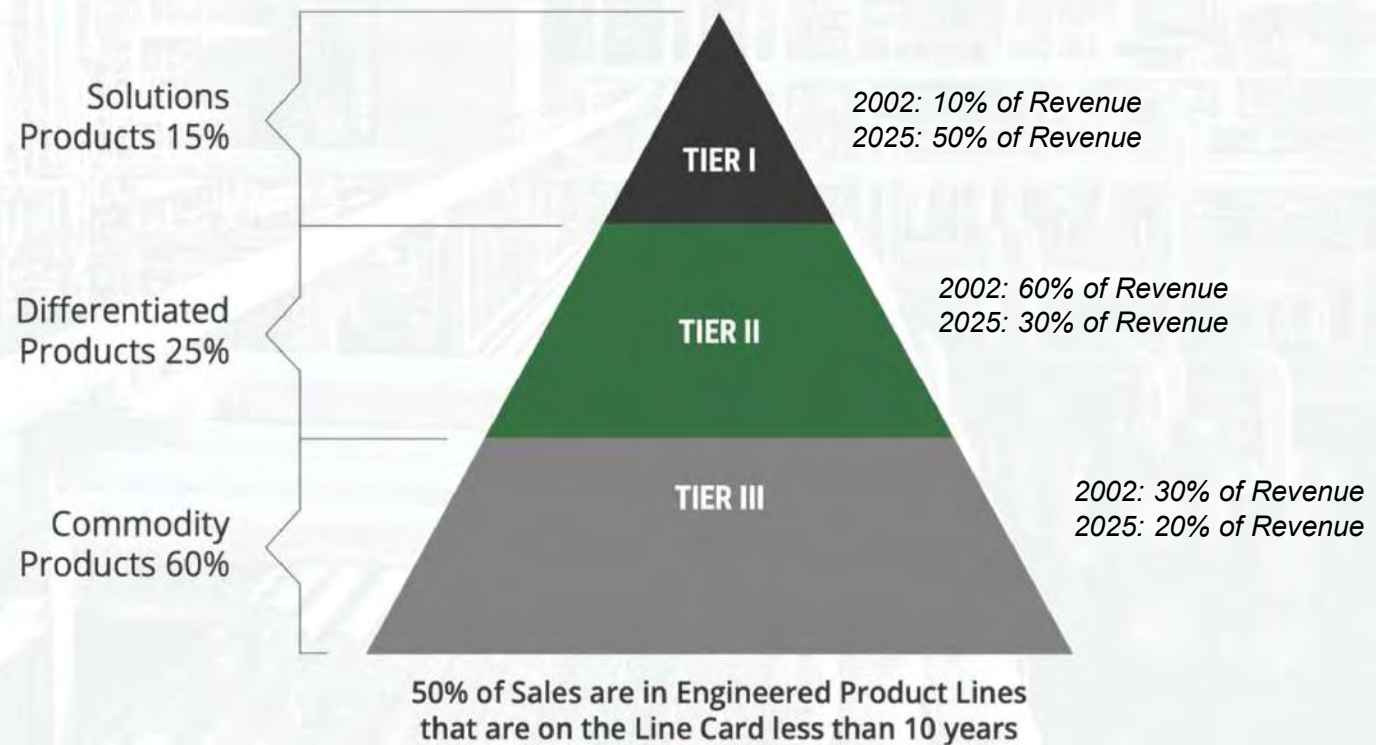
THE BEST SOLUTIONS FLOW THROUGH US

FOCUS ON DIFFERENTIATED PRODUCTS



THE BEST SOLUTIONS FLOW THROUGH US

FOCUS ON TIER I & II PRODUCTS



THE BEST SOLUTIONS FLOW THROUGH US

BRANCH LOCATIONS

- Little Rock, AR
- El Dorado, AR
- Memphis, TN
- Nashville, TN
- Knoxville, TN
- Shreveport, LA
- Birmingham, AL
- Theodore, AL
- Paducah KY





THE BEST SOLUTIONS FLOW THROUGH US

SOLUTIONS FOCUSED LEADERSHIP

Applications experts on staff to support customer goals & objectives.

VALVE, ACTUATION & ENGINEERED PRODUCTS DIVISION

- Mike Milligan - *Division Sales Manager*

INSTRUMENTATION, MEASUREMENT & CONTROL DIVISION

- Andy Silas - *Division Sales Manager*
- Brad Davis-Business Development Manager

AUTOMATION & ROBOTICS DIVISION

- Mike McCreary - *Division Sales Manager*

FILTRATION & PROCESS SYSTEMS DIVISION

- Jay Reed- *Division Sales Manager*

PUMP & SEAL DIVISION

- Greg James - *Division Sales Manager*

PROCESS EQUIPMENT & SANITARY DIVISION

- Joe Tabor - *Division Sales Manager*

BULK MATERIAL HANDLING & DUST COLLECTION

- Lee Free – *Regional Division Sales Manager*
- Ryan Dunlap-Regional Division Sales Manager
- Scott Wells-PE—Business Development & Systems Manager

THE BEST SOLUTIONS FLOW THROUGH US

END USER SALES STRATEGY

PENETRATE

Accounts with Tier I & II - Product Solutions

PULL

Storeroom Sales Tier III on the heels of engineered specifications

Leverage mix of Engineered product and Commodity product sales to fund our high touch sales strategy & investments in intense coverage of the customer population



Robotics Seminar | Knoxville, TN

OUR PRODUCTS

INSTRUMENT, MEASUREMENT & CONTROL DIVISION

- FIELDBUS NETWORK DESIGN & ENGINEERING
- GAUGE CALIBRATION & REPAIR
- FULLY AUTHORIZED GAUGE & CHEMICAL SEAL SHOP
- GAUGE SURVEY AND INSTRUMENTATION AUDITS
- PROCESS INSTRUMENTATION REPAIR
- SCADA & TELEMENTARY (WIRELESS) SUPPORT



OUR PRODUCTS

PUMP & SEAL DIVISION

- PUMP SKID DESIGN & FABRICATION
- PUMP SIZING
- PUMP SERVICE
- PUMP UTILIZATION SURVEYS
- SEAL SALES & SERVICE
- SEAL UTILIZATION SURVEYS
- NEW PUMP AND PUMP PARTS STOCK
- PUMP CONTROL PANELS & ADJUSTABLE FREQUENCY DRIVES

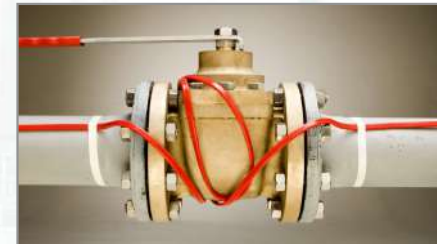


**Flowserve Pump & Seal Division Awards for
2022 and 2023*

OUR PRODUCTS

VALVE, ACTUATION & ENGINEERED PRODUCTS DIVISION

- VALVE REPAIR & TESTING
- CONTROL VALVE SIZING
- HEAT TRACE LAYOUT & ENGINEERING
- VALVE AUTOMATION
- STEAM SYSTEM SURVEYS
- STEAM TRAP REPAIR
- ELECTRIC HEAT TRACE DESIGN



**Design Assistance, Fabrication Supervision & Start-up Provided by Centro, Inc.*

OUR PRODUCTS

PROCESS EQUIPMENT & SANITARY DIVISION

- MIXER SIZING & APPLICATIONS
- PUMP SIZING & APPLICATIONS
- MIXER SERVICE & PARTS
- HEAT EXCHANGER SIZING & APPLICATIONS
- HEAT EXCHANGER PARTS & SERVICE
- FOOD & BEVERAGE/SANITARY PRODUCTS
- SANITARY SKID DESIGN & ASSEMBLY



*Design Assistance & Start-up Provided
by Centro, Inc.*

OUR PRODUCTS

BULK MATERIAL HANDLING & DUST COLLECTION DIVISION

- DUST COLLECTION SIZING & DESIGN
- FAN & BLOWER SIZING AND APPLICATIONS
- MECHANICAL CONVEYING
- PNEUMATIC CONVEYING
- FOOD & BEVERAGE EQUIPMENT
- DUST COLLECTION FILTERS, CAGES & PARTS
- DEHUMIDIFICATION EQUIPMENT

*Design Assistance & Start-up Provided
by Centro, Inc.*



OUR PRODUCTS

FILTRATION & PURIFICATION DIVISION

- VESSEL SKID BUILDING
- FILTRATION MEDIA TESTING
- CUSTOMER SPECIFIC STOCK
- CONSIGNED INVENTORY
- COOLING TOWER SERVICE & DESIGN
- FILTER PRESSES
- VACUUM PUMPS & SYSTEMS





OUR PRODUCTS

AUTOMATION, ROBOTICS & SYSTEMS DIVISION

- START-UP SERVICE
- CUSTOMER SPECIFIC STOCK
- CONSIGNED INVENTORY
- INTEGRATED AUTOMATION SOLUTIONS
- DESIGN ASSISTANCE
- ELECTROMECHANICAL SOLUTIONS FOR INDUSTRY

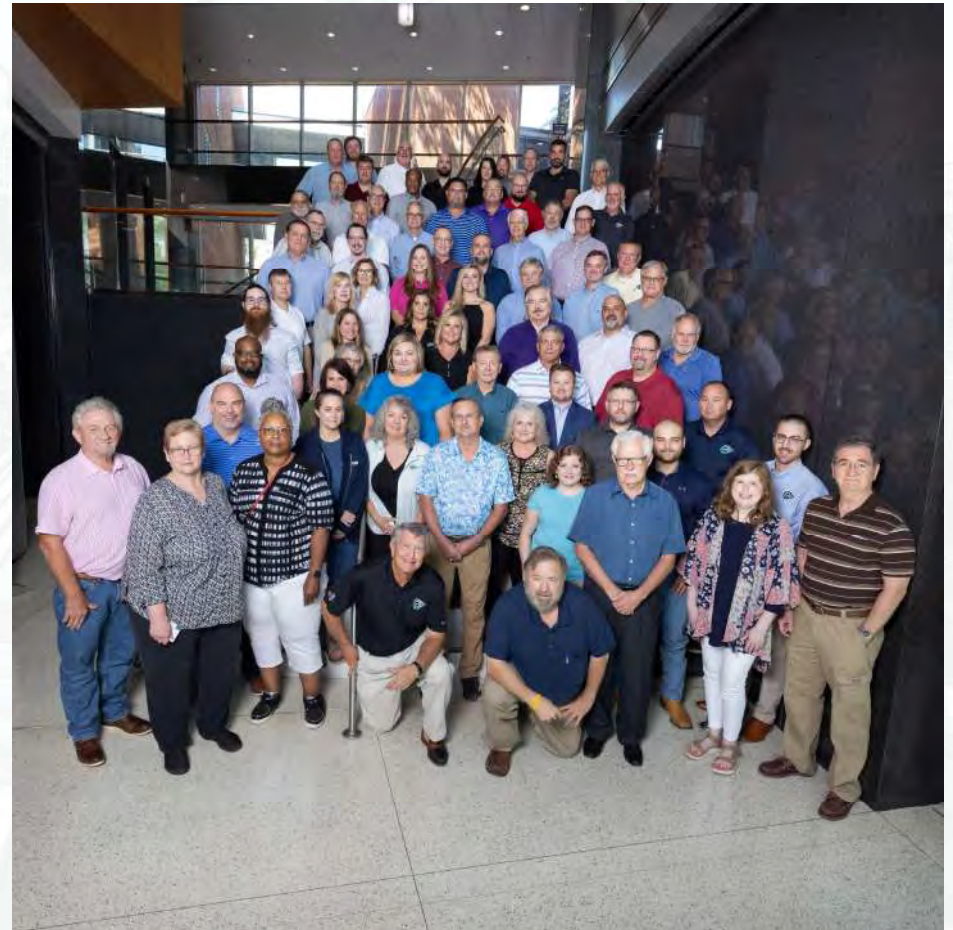


*Design Assistance, Fabrication Supervision
& Start-up Provided by Centro & AISI*

PEOPLE MAKE THE DIFFERENCE

THE WORKFORCE

- 19 Account/Territory Managers
- 34 Inside Technical Support
- 7 Branch Managers
- 10 Division Sales & Product Managers
- 101 Total Full-Time Employees
- Average Service: 10 Years



SALES FORCE PLANNING

TERRITORY PLANNING PROCESS

TARGET ACCOUNTS SELECTED BY TERRITORY MANAGERS & DIVISION SALES MANAGERS IN FEBRUARY

- Key Accounts, Major Accounts & Projects
- Focus Products, New Products, Customer Opportunities

JOINT CALLS, DEMOS, TRAINING, FOCUS PRODUCTS AT TARGET ACCOUNTS

- January through June

TARGET ACCOUNT REVIEW IN AUGUST: SECOND ROUND OF TERRITORY REVIEWS

- Repeat Process, Course Corrections
- Select New Accounts, Delete Accounts
- Select New Focus Products, Delete Some Products

2026 TARGET PLANNING



CUSTOMER DEVELOPMENT

CUSTOMER RELATIONSHIP MANAGEMENT SOFTWARE



- Single data base linking all Centro functions
- Inside sales & outside sales tool
- Hub Spot email campaigns
- Over 47,000 unique customer contacts have been recorded
- Used for field sales planning, project tracking & target account selection
- Integrated into the company ERP system
- \$100,000 Investment in 2026



APRIL 2025 IN-PERSON SALES MEETING



2026 - Marketing

Centro College



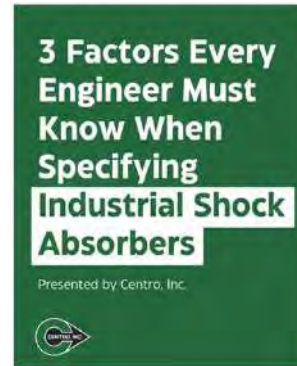
New Line Card Cover Design



Email Campaigns



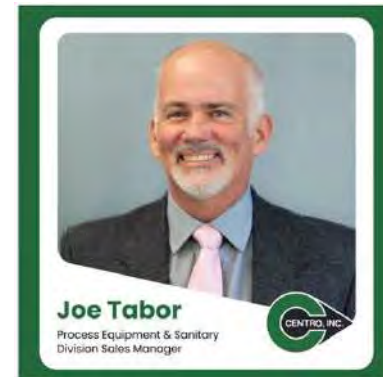
Application Focus



Sales Battlecards



Personnel Promotion



Customer Events



Solutions Provider Focused



Operations Update

Year End 2025 | January 27, 2026



Best Practices



Freight



Pricing, Tariffs & WP CRM w/Morgan



Customer Service



Purchasing & Inventory w/Sarah



**CSD Migration
w/Brad**



Technology Projects

Best Practices



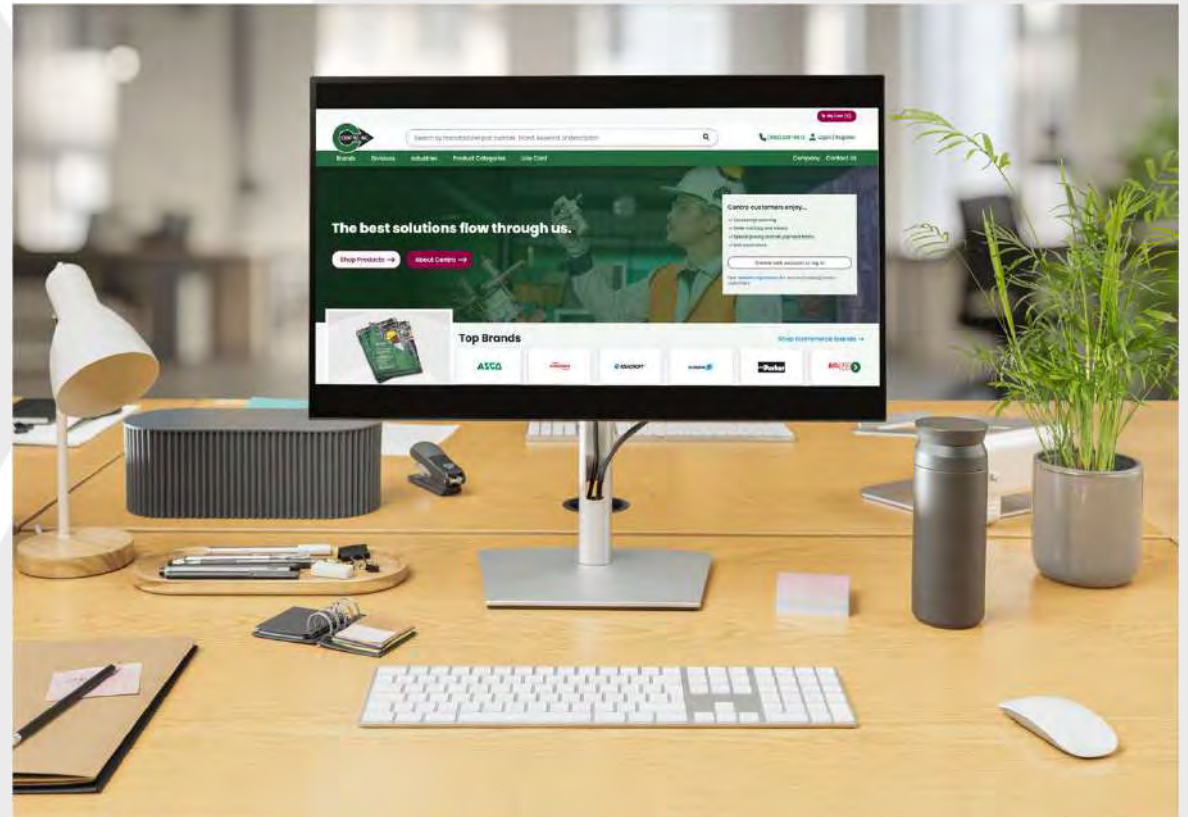
- **Implementation Team Traveled to All Branches in 2025**
- **Identify and implement procedures and policies that lower costs, increase margins, and improve profit on an ongoing basis.**
- SXe Enhancements
- TDF Enhancements
- Customer Service
- Technical Support
- Pricing
- Purchasing
- Inventory
- Reporting

Infor CSD: From Legacy to the Cloud

\$550,000 Investment to Migrate from Infor SXe to Infor CSD. Second major ERP investment in 7 years. Over \$1.3 million investment over 7 years.

- **Modernizing Our Core Systems:** We're transitioning from our legacy SX.e ERP to Infor's CloudSuite Distribution to enhance system reliability, performance, and scalability across all locations.
- **Enabling Growth and Efficiency:** CSD will support better decision-making with improved data visibility, streamline workflows, and position us for continued growth and innovation.
- **Collaboration is Key:** Most departments will play a vital role in ensuring a smooth and successful migration. Your engagement and feedback will shape how the new system works for us.
- **What's Next | Project Kickoff & Target Rollout:** We began the CSD migration project in **June 2025**, with the goal of going live in **late Q2 or early Q3 of 2026**. This timeline enables us to thoughtfully prepare, clean up data, and thoroughly test to ensure a smooth transition.





The power of product content!

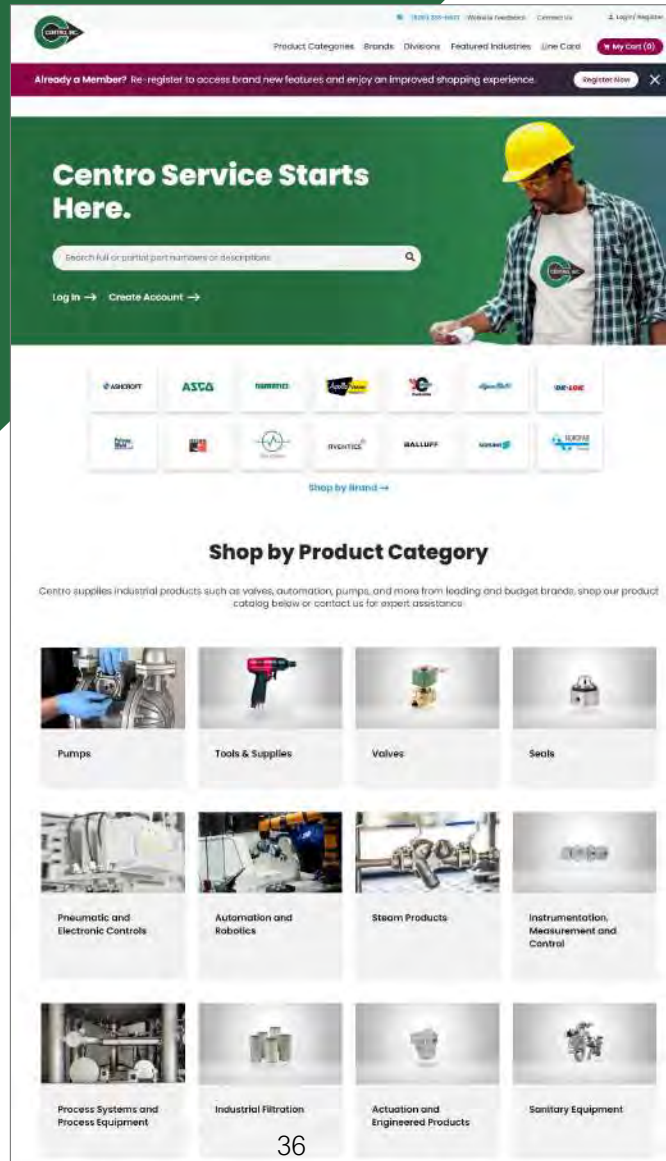
CentroMROsupply.com

Launched in September 2024

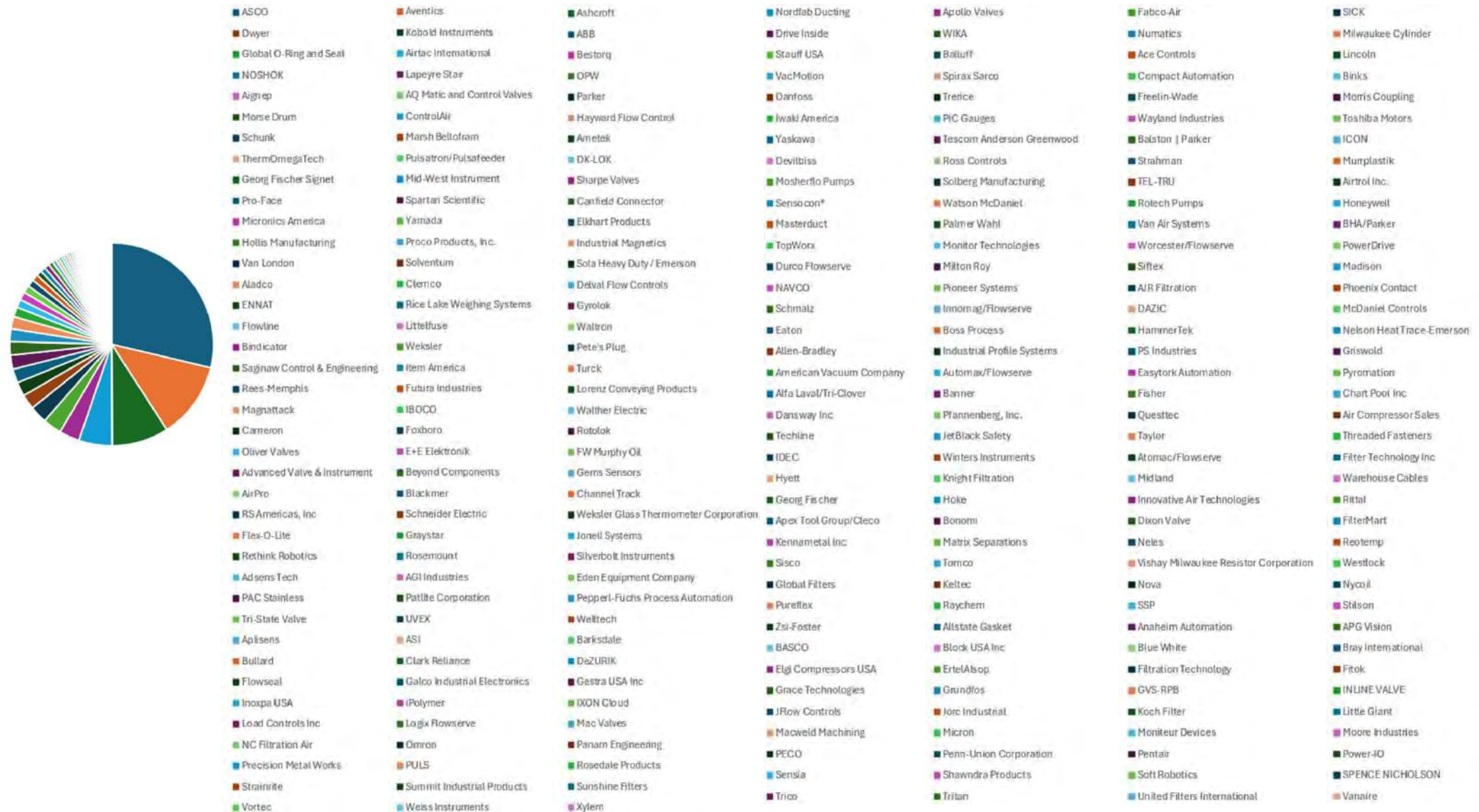
47 vendors

2026 Vendor Population

269 Brands



269 Brands | 851,578 Products for Sale on CentroMROSupply.com



Intelligent Search and Browse with Filtering

Search: full or partial part numbers or descriptions

Product Categories Brands Divisions Featured Industries Line Card

Home Brands Ashcroft Shop All Products

Filters

809 RESULTS Sort by: Best Match

Ashcroft 02-1115A-25-005 1/4" MPT x FPT, 0.062" ID x 0.125" OD x 5 L, 10000 PSI, 304 Stainless...
MPN: 02-1115A-25-005
\$239.58
Login to your account
Typically ships within 2-4 weeks
Subject to factory lead times
Add to Cart

Ashcroft 04-3105S-021-XCG 1/2" MPT Process, 1/4" FPT, 2500 PSI, 316L Stainless Steel...
MPN: 04-3105S-021-XCG
\$161.49
Login to your account
Low Stock (1)
Ships within 1 business day
Add to Cart

Ashcroft 10-1008SL-02B VAC/15# 1/4" MPT, Lower Back, 30" Hg/15 PSI, 3-1/2" White...
MPN: 10-1008SL-02B VAC/15#
\$160.35
Login to your account
Typically ships within 2-4 weeks
Subject to factory lead times
Add to Cart

Ashcroft 10-1008SL-02L 100# 1/4" MPT, Lower, 0/100 PSI, 3-1/2" White Aluminum Dial, 30...
MPN: 10-1008SL-02L 100#
Add to Cart

Ashcroft 10-1008SL-02L 160# 1/4" MPT, Lower, 0/160 PSI, 3-1/2" White Aluminum Dial, 30...
MPN: 10-1008SL-02L 160#
Add to Cart

Ashcroft 10-1008SL-02L 200# 1/4" MPT, Lower, 0/200 PSI, 3-1/2" White Aluminum Dial, 30...
MPN: 10-1008SL-02L 200#
Add to Cart

Search: full or partial part numbers or descriptions

Product Category Brands Divisions Featured Industries Line Card

Home Brands Ashcroft Shop All Products

Ashcroft 100MM-1008A-02L-160 - 100 mm 1008 Series Utility Gauge, 1/4" NPT Lower Mount, 160 psi
MPN: 100MM-1008A-02L-160
\$100.88
Login to your account
Make the Most of Your Cart!
See item history, add to list, and more
Create Free Account Login
Typically ships within 2-4 weeks
Subject to factory lead times
QTY: 1
Add to Cart

Have questions and want to talk to a real person?
21 years experience
(800) 239-6075
Ashcroft Sales & Support

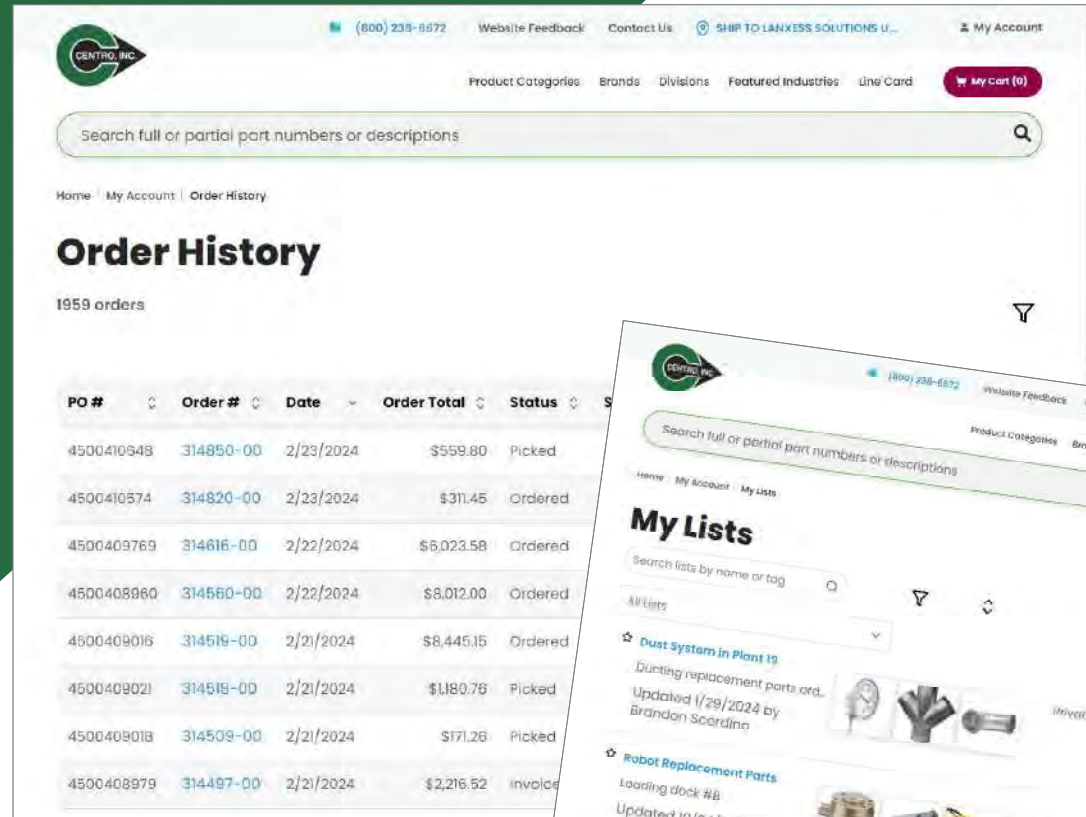
Account Management

Order History

Saved Lists

Payments

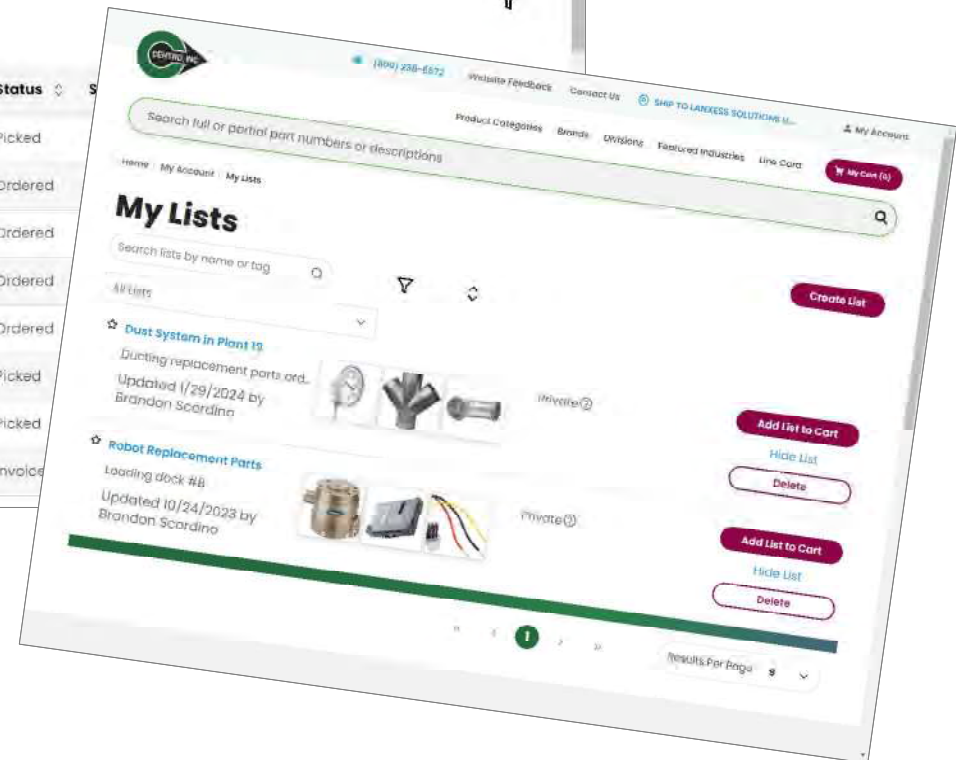
Budgets

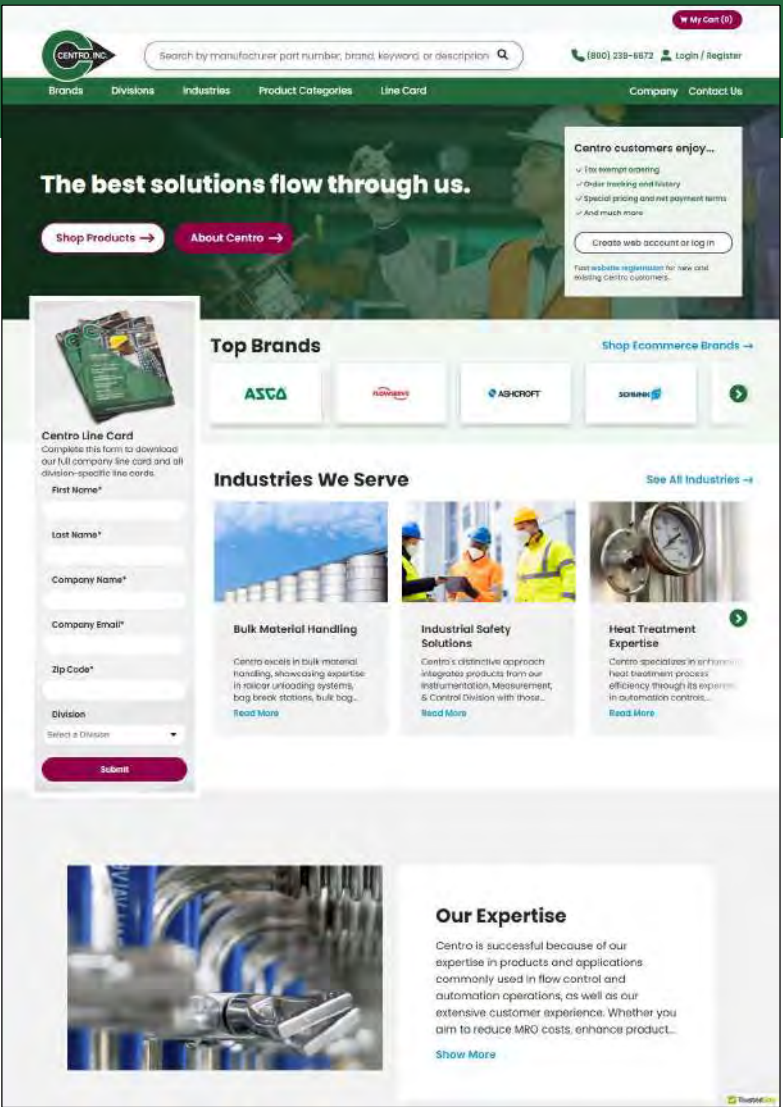


Order History

1959 orders

PO #	Order #	Date	Order Total	Status
4500410948	314850-00	2/23/2024	\$559.80	Picked
4500410574	314820-00	2/23/2024	\$311.45	Ordered
4500409769	314616-00	2/22/2024	\$5,023.58	Ordered
4500408960	314560-00	2/22/2024	\$8,012.00	Ordered
4500409016	314519-00	2/21/2024	\$8,445.15	Ordered
4500409021	314519-00	2/21/2024	\$1,180.79	Picked
4500409018	314509-00	2/21/2024	\$171.26	Picked
4500408979	314497-00	2/21/2024	\$2,216.52	Invoice





2025 Digital:

\$1+ Million in generated revenue

\$856	1.16	81% items
Average Online Order Value	Average Online Lines per Order	Unique Online Product Count
\$2,462	\$15,671	
Avg Online Value/Customer	Most Expensive Item Sold	



Top Online Brands (Sales \$)





CentroMROsupply.com

Sales Dashboard

Period: May 2026

Total Sales

\$242,563

vs. Apr 2026: **▲53%**
vs. May 2025: **▲129%**

Transactions

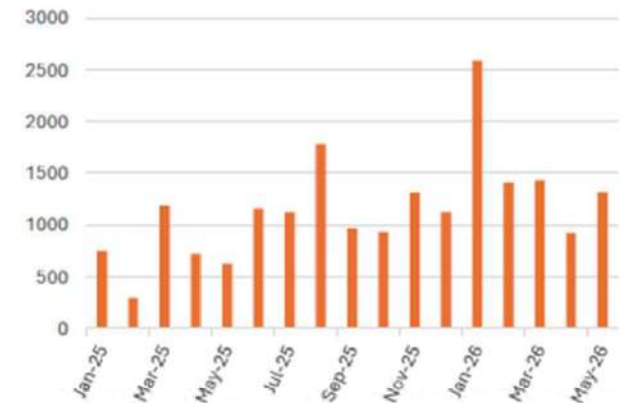
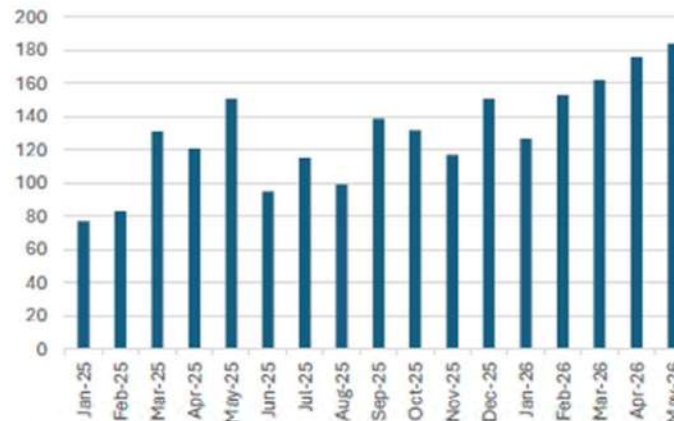
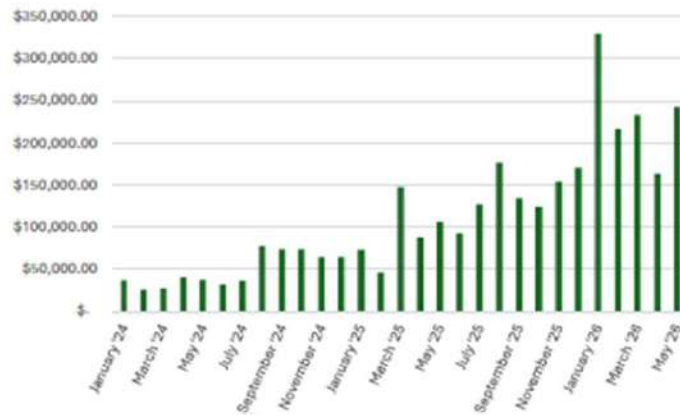
184

vs. Apr 2026: **▲5%**
vs. May 2025: **▲60%**

Average Order Value

\$1,318

vs. Apr 2026: **▲45%**
vs. May 2025: **▲43%**



Total Sales

- ✓ Second best month on record
- ✓ YoY momentum strong: sales 2.3x May '25
- ✓ A.E.S. \$61.9K order drove the spike, single order with 25% of monthly revenue.
- ✓ 90% of orders via web/CMRO, digital channel dominance at all-time high.

Transactions

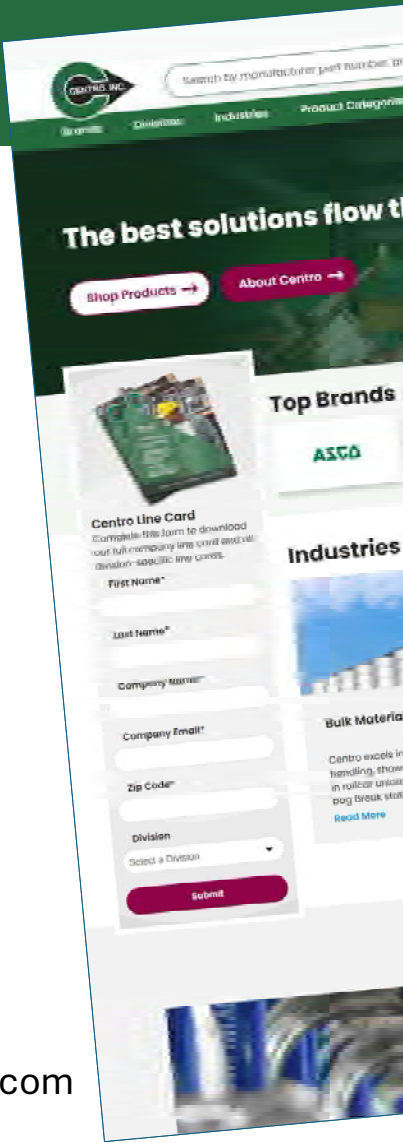
- ✓ New record: 184 orders
- ✓ 120 new customers acquired via web, highest new customer count YTD
- ✓ Email/phone orders held steady; web continues to lead volume

Avg Order Value

- ✓ AOV rebounded sharply (+45% MoM) driven by the A.E.S. large order
- ✓ Note: Excluding the A.E.S. order, AOV was \$953. Still a great order size!



2025 Ecommerce Sales





Search by manufacturer part number, brand, keyword, or description

Bill to Pepsiack I, West Sacra... 95691 | Ship to Pepsiack I, West Sacra... 95691 | My Cart (0)

Brands | Divisions | Industries | Product Categories | Line Card | Contact Us | Company | Meet the Team

Customer Connect

Streamline your procurement with PunchOut Technology.

Easily integrate PunchOut into your ERP to access supplier catalogs, browse real-time product data, and place orders—all within your existing workflow. Eliminate manual data entry and enjoy up-to-date pricing and availability.

With Customer Connect, you can...

- Eliminate Errors**
No more manual entry of item details, quantities, or prices.
- Stay Up-to-Date**
Real-time syncing of pricing, availability, and inventory levels.
- Save Time**
Automate purchasing tasks and focus on higher-value activities.
- Build Supplier Relationships**
Simplify procurement and foster stronger supplier relationships.

How it Works

- 1 Log into your eProcurement system
- 2 Go to Centro PunchOut catalog
- 3 Shop and add items to your cart
- 4 Cart is transferred to eProcurement system
- 5 eProcurement system creates a PO
- 6 PO is routed internally for approval

Integrates seamlessly with

SAP Ariba

JAGGAER

coupa

proactis

VRoozi

EqualLevel



Get Connected

Get started today and streamline your procurement process for faster, more efficient purchasing.

Name *

Email *

Company Name *

Submit

Questions? We're here to help.

Talk to an Expert

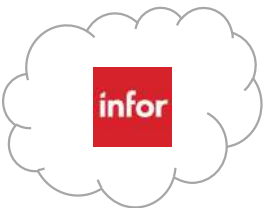
(800) 238-6672

Support Available 8:30am-5:30pm CT

3315 Overton Crossing, Memphis, TN 38127

CentroMROsupply.com

PunchOut Ready

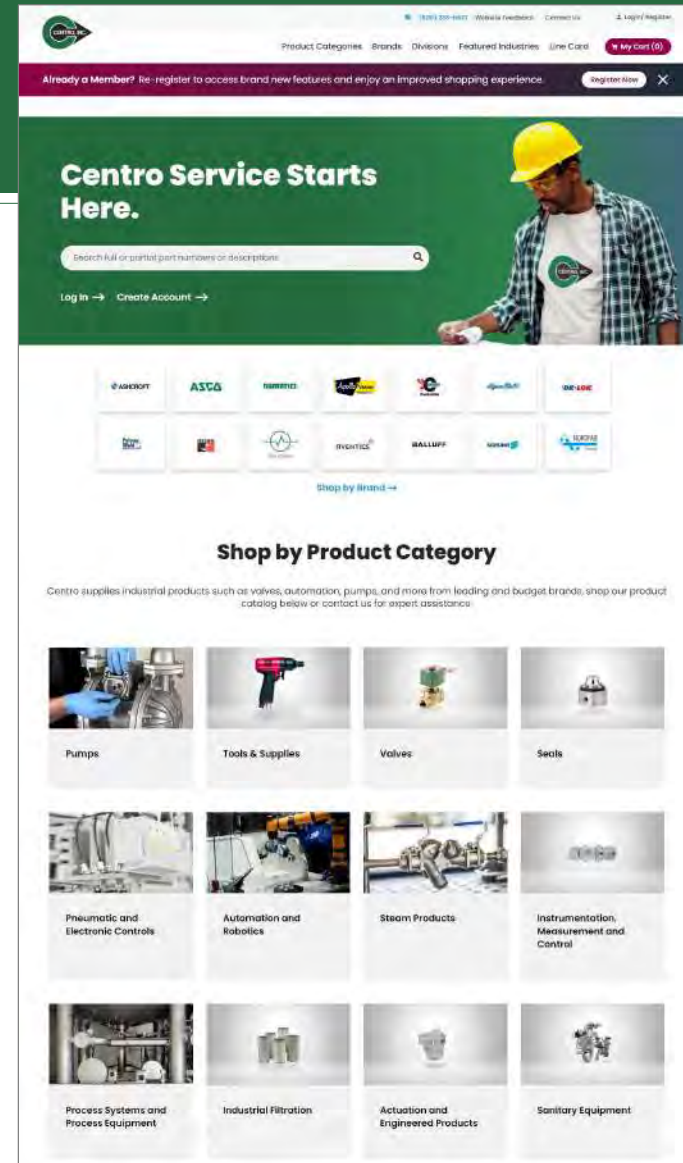


JAGGAER

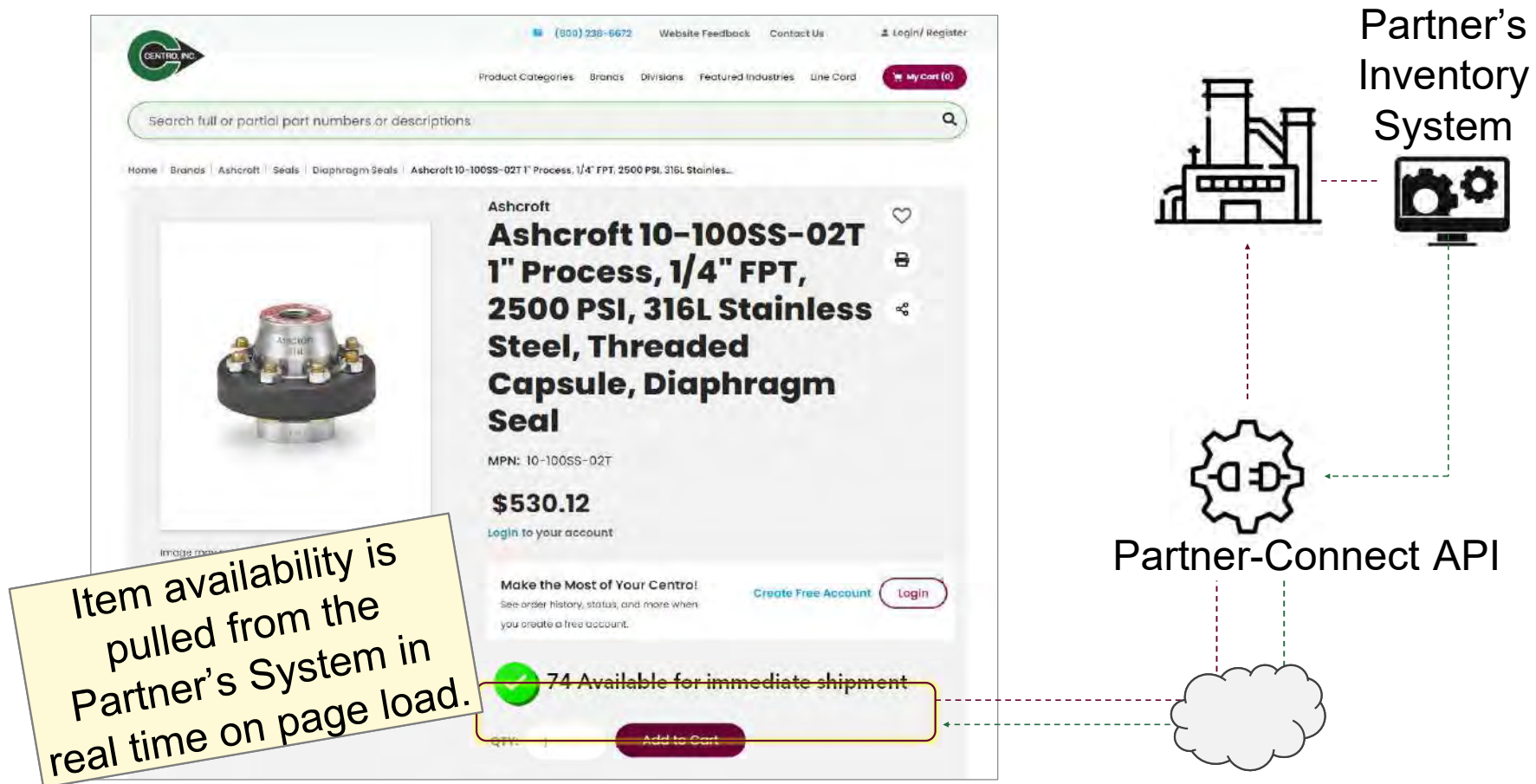
SAP Ariba

coupa

taulia



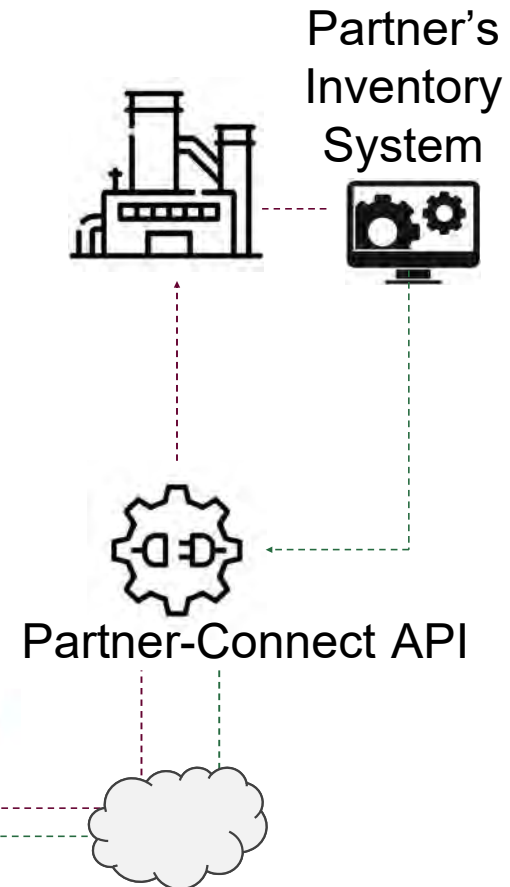
Real Time Partner-Connect



Real Time Partner-Connect

		Unique Part Numbers	Total Inventory Available
	Bestorq	10,408	1,654,763
	ControlAir	178	2,187
	DK-LOK	331	41,478
	Fabco-Air	68	1,379
	Global O-Ring and Seal	3,926	74,464,938
	Industrial Magnetics	206	87,232
	Madison	70	19,418
	Kobold	169	18,808
	NOSHOK	4,929	122,980
	Trexice	810	454,246
	Wayland Industries	1,753	710,905
Grand Totals		22,848	77,578,334

3.1M 



55TH
ANNIVERSARY

CENTRO COLLEGE 2026

CONTINUOUS IMPROVEMENT

Modifications

- **100% Virtual** via Teams.
- Sessions go from **90 Minutes** to **60 Minutes**.
- We go from **4 Sessions** to **5 Sessions**.
- The opening session, currently known as Jerry's Jargon will now be 1-hour rather than 30-minutes. The **first 30 minutes** of this segment will continue to be **general updates**. The **second 30 minutes** will include **shared success stories, best practices, and non-product training**.
- We're strongly encouraging that a **Centro DSM** conduct at least **1 session each month**.
- The **last 30-minute session** of the day will include a **recap from each vendor training session by the subsequent Centro DSM**.
- We're also strongly encouraging all trainers to create **interactive segments in their presentations**, i.e., integrate polls, quizzes, or challenges throughout the session to keep everyone alert and involved.



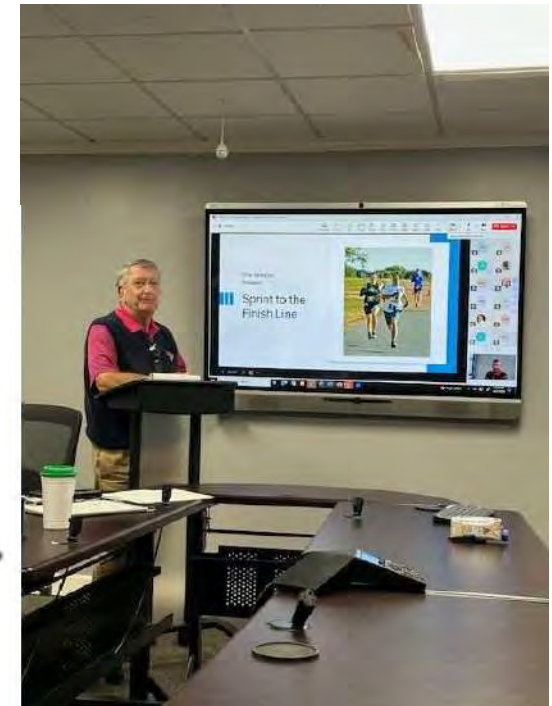
CENTRO COLLEGE

DATES & AGENDA

Virtual Vendor Training Dates: Monthly 2026

2026 Session Structure

- 8:00 AM – 9:00 AM: Centro-Only Opening Session
- 9:00 AM – 10:00 AM: Vendor Session 1
- 10:00 AM – 10:30 AM: Break
- 10:30 AM – 11:30 AM: Vendor Session 2
- 11:30 AM – 12:30 PM: Lunch
- 12:30 PM – 1:30 PM: Vendor Session 3
- 1:30 PM – 2:30 PM: Vendor Session 4
- 2:30 PM – 3:00 PM: Break
- 3:00 PM – 4:00 PM: Vendor Session 5
- 4:00 PM – 4:30 PM: Review and Closing



OUR CAPABILITIES

CUSTOMER SERVICE & TECHNICAL SUPPORT

CUSTOMER ENGINEERING SUPPORT:

- ON-SITE CUSTOMER TRAINING
- DESIGN ASSISTANCE & APPROVAL PROCESS
- MANUFACTURER'S SIZING & PRODUCT PROGRAMS
- PANEL DESIGN & FABRICATION
- COORDINATION OF PRODUCT MATERIALS
- SILO INSPECTION & RELIABILITY TESTING



CUSTOMER SUPPORT

END USER FOCUSED SERVICES

CUSTOMER SERVICE TECHNICAL SUPPORT
CUSTOMER TRAINING
SYSTEMS INTEGRATION
PROCESS ENERGY MANAGEMENT
INVENTORY/ASSET MANAGEMENT
SILO INSPECTION
STEAM SURVEYS
MAINTENANCE/SERVICE ACTIVITIES
PURCHASING OPTIONS

- Fax
- Internet
- Phone
- VMI/Consignment





CENTRO COLLEGE

PRODUCT TRAINING

- VIRTUAL CENTRO COLLEGE ADDS OVER 200 SELLING DAYS PER YEAR
- 8 CENTRO COLLEGE CAMPUSES
- FULLY INTERACTIVE VIDEO CONFERENCING CAPABILITIES: <http://www.isitn.com/>
- \$160,000 TRAINING INVESTMENT BY CENTRO
- INSTRUCTOR LEAD TRAINING WITHOUT LOST SELLING TIME DUE TO TRAVEL
- SAME TRAINING PLAN AS TRADITIONAL CENTRO COLLEGE SCHEDULE
- ONE MEETING PER MONTH CONDUCTED AT THE BRANCH FOR INSIDE AND OUTSIDE SALESPeOPLE



OUR CAPABILITIES

CUSTOMER TRAINING PROGRAMS

CUSTOMER TRAINING ENHANCES CENTRO & VENDOR RELATIONSHIPS.

- PROCESS MANAGEMENT
- SEAL APPLICATIONS
- FILTRATION
- COMPRESSED AIR TECHNOLOGY
- VALVES
- MIXERS
- STEAM PRODUCTS
- HEAT TRANSFER
- ELECTRIC HEAT TRACING
- ROBOTICS
- PUMP APPLICATIONS



OUR CAPABILITIES

SEMINARS & CUSTOMER EVENTS

On site capabilities shows, training seminars & customer outings.



OUR CAPABILITIES

SUPERIOR CUSTOMER, SALES & TECHNICAL SUPPORT

- BRANCH PRODUCT CHAMPIONS
- \$100,000+ PRODUCT DEMO EQUIPMENT
- 40 HOURS OF PRODUCT TRAINING MINIMUM PER PERSON PER YEAR
- FACTORY TRAINING & VISITS
- \$100,000 PER YEAR INVESTED IN EMPLOYEE TRAINING & DEVELOPMENT
- PROFESSIONAL SALES SKILLS TRAINING FOR ALL OUTSIDE SALES PEOPLE
- VOIP PHONE SYSTEM, SMART PHONES, COMPUTER UPGRADES/INTERNET ACCESS
- WEBSITE TECHNICAL INFORMATION & VENDOR LINKS
- MONTHLY CUSTOMER REVIEWS & TERRITORY SALES REVIEWS
- LARGE STAFF - 31 CUSTOMER SUPPORT PERSONNEL





OUR CAPABILITIES

INVENTORY/ASSET MANAGEMENT SERVICES

- CENTRO OR COMMERCIAL TRUCK DELIVERY
- BAR CODING
- VENDOR MANAGED INVENTORY
- CUSTOMER SPECIFIC INVENTORY
- S/S TAGGING WIRED TO EQUIPMENT
- CONSIGNED INVENTORY ON CUSTOMER SITES
- STOREROOM MANAGEMENT SERVICES



OUR CAPABILITIES

INVENTORY

- OVER \$3.5 MILLION IN PROCESS SOLUTIONS PRODUCTS INVENTORY
- 10% OF INVENTORY ON CONSIGNMENT AT CUSTOMER FACILITIES IN ARKANSAS, TENNESSEE, & ALABAMA

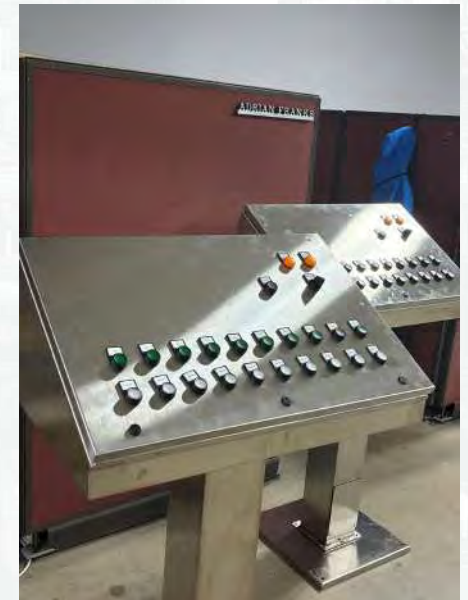


OUR CAPABILITIES

Value Add Services: Robotics, Automation, Control Panels, Control Valve Repair, Bulk Solid Systems

- VALVE AUTOMATION & REPAIR
- PUMP SKID FABRICATION
- CONTROL PANEL DESIGN & FABRICATION
- FILTRATION SKID ASSEMBLY
- PUMP OPTIMIZATION SURVEYS
- STEAM OPTIMIZATION SURVEYS
- SANITARY SKID DESIGN & ASSEMBLY
- ROBOTICS & MATERIAL HANDLING

Centro, Inc. maintains and implements documented shop procedures compliant with manufacturers' factory certification, quality, and OSHA standards.





OUR CAPABILITIES

MRO SERVICES & PRODUCTS

- 24/7 EMERGENCY ATTENDANT
- GAUGE REPAIR
- CHEMICAL SEALS & LIQUID FILLED GAUGES
- PNEUMATIC VALVE & MANIFOLD ASSEMBLY
- PUMP SEAL REPAIR (*FLOWSERVE*)
- VALVE REPAIR
- AUTOMATION SOLUTIONS & STARTUP
- VALVE ACTUATION
- INSTRUMENT REPAIR (*FOXBORO*)
- CUSTOMIZED TAGGING
- NIST TRACEABLE CALIBRATION
- PUMP REPAIR
- MIXER REPAIR (*LIGHTNIN*)
- CONTROL VALVE SERVICE (*VALTEK*)
- COOLING TOWER SERVICE (*TOWER TECH*)
- PLATE & FRAME HEAT EXCHANGER REPAIRS (*TRANTER*)

Centro, Inc. maintains and implements documented shop procedures compliant with manufacturers' factory certification, quality, and OSHA standards.

OUR CAPABILITIES

PURCHASING OPTIONS

- EDI ORDER ENTRY
- INTERNET ORDER ENTRY
- EMAIL ORDER UPDATES
- ALLIANCE PROGRAMS
- BLANKET PURCHASE ORDERS
- CONTRACT PRICING
- WEB SITE PUNCH OUT CAPABILITIES (Customer Connect)





OUR CAPABILITIES

THANK YOU

OUR MISSION IS TO BE REGARDED BY OUR CUSTOMERS AND
COMMUNITY AS THE BEST SUPPLIER OF AUTOMATION AND
CONTROL PRODUCT SOLUTIONS TO INDUSTRY.

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