

Written Testimony
Matt Gladstone
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My name is Matt Gladstone from Newmont farm in Bradford Vermont. Our farm has always done the majority of our maintenance and repairs. In previous years we were able to do repairs in-house, but often would question the work due to lack of technical information or manufacturer specifications. We were sometimes at the mercy of the dealer when jobs were too technical. In October of 2022 we purchased a subscription to John Deere Service Advisor. The computer based program has been very useful to us with knowing that we are completing jobs correctly and giving us more direction during the repair. It was challenging at first because there is such a vast amount of information to sort through. However one of our employees and myself had used the program previously, so that was helpful. Our local Deere dealer, the previous Blackmount Equipment, has been very helpful with the setup, updates, and answering any of our questions. In January of 2023 we purchased a new Caterpillar skid steer and in the price of the machine we were given a subscription to CAT SIS as well as CAT ET. These are both the repair software, as well as the parts catalogue. I believe that manufactures are allowing consumers to purchase all of the technical information they need to make any repairs. It is at the consumers discretion whether they believe the information is worth the price of the subscription.