REMOTE SERVICES AND DIGITALIZATION IN KONECRANES SERVICE

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KONECRANES SERVICE

Connecting data, machines and people to deliver **Lifecycle Care in Real Time**

Crane usage and operating information with **TRUCONNECT® Remote Monitoring**

Your crane maintenance data, asset details and TRUCONNECT data online at **yourKONECRANES.com**

**Konecranes STORE** makes it even easier to get crane parts for all makes

**Technology** designed to improve safety and productivity
SERVICE FOR ALL MAKES

We provide specialized maintenance services and spare parts for all types and makes of industrial cranes, hoists and port equipment -- from a single piece of equipment to entire operations. Our objective is to improve the safety and productivity of our customers’ operations.
KONECRANES SERVICE

MORE THAN 600 SERVICE LOCATIONS WORLDWIDE

OPERATING IN ALMOST 50 COUNTRIES

7,000 SERVICE EMPLOYEES

4,200 SERVICE TECHNICIANS

MORE THAN 700,000 PIECES OF EQUIPMENT UNDER SERVICE AGREEMENT
WHAT SETS KONECRANES APART

SAFETY CULTURE AND RECORD
At Konecranes there is no job so important and no service so urgent that we cannot take the time to perform our work safely and correctly.

CUSTOMER FOCUS
We have a deep understanding of our customers' processes and operations.

COMPREHENSIVE OFFERING
We have a comprehensive offering of service programs and products that are tailored to meet our customers' needs.

CUSTOMER PROXIMITY
Whether around the corner or around the globe, our customer proximity is made possible with a large and extensive service network of professionals.

PEOPLE
As the industry leader, we attract the best people; our commitment to growth and development retains them.

KNOWLEDGE
Most comprehensive technical training and certification programs backed by a world-class technical support network.

EXPERIENCE
Industry leading OEM with more than 100 years of experience and more than 700,000 pieces of equipment under maintenance agreement.

TECHNOLOGY
Industry leader in R&D with a proven track record with innovative products and services. Pioneer in Smart Technologies.
OUR APPROACH TO CRANE MAINTENANCE
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LIFECYCLE CARE
Lifecycle Care is a systematic, consistent, comprehensive and professional approach to maintenance, supported by world-class tools and processes.
LIFECYCLE CARE IN REAL TIME

In order to deliver Lifecycle Care in Real Time, we use the Industrial Internet, connecting data, machines and people. We bring together usage and maintenance data and combine it with our knowledge and experience, providing insights that allow our customers to optimize their maintenance operations and activities.
CONNECT

TRUCONNECT Remote Monitoring uses sensors to gather usage data—running time, motor starts, work cycles and brake condition. Alerts are notifications, by text or email, of events such as hoist overloads, emergency stops and over-temperatures.
CONNECT

TRUCONNECT Remote Support provides 24/7 access to a global network of crane experts and specialists, offering problem solving and troubleshooting to help reduce unplanned downtime.
OUR APPROACH TO CRANE MAINTENANCE

GET INSIGHTS
Customers have access to yourKONECRANES.com, our customer portal. Usage data, maintenance data and asset details are linked, giving a transparent view of events and activities over any selected time interval.
GET INSIGHTS

Aggregated data can be viewed, analyzed and shared quickly, for a single asset or an entire fleet. Insights can be drawn by observing anomalies, patterns and trends, helping users make fact-based decisions.
GET INSIGHTS

Anomalies can show up as faults, such as overloads. These events are considered abnormal and should be addressed promptly as they occur. Knowing when an overload occurs is the first step in identifying its cause.
GET INSIGHTS

Patterns help reveal relationships between variables. For example, overload or emergency stop alerts or excessive starts may indicate the need for operator training aimed at reducing human-error downtime and the risk of safety incidents. Recurring motor overheats may indicate needed changes in equipment or process.
GET INSIGHTS
The study of trends can help prioritize corrective action and investments. Analyzing data behavior over time supports the development of predictive maintenance.
OUR APPROACH TO CRANE MAINTENANCE

OPTIMIZE

Our consultative approach can help guide your decision-making. We take time to share our findings, provide recommendations and discuss how each action can optimize various aspects of your operations and maintenance.
TRUCONNECT is a suite of remote service products and applications to support maintenance operations and drive improvements in safety and productivity. It is an important building block in delivering Lifecycle Care in Real Time.
TRUCONNECT Remote Monitoring uses sensors to collect data, such as running time, motor starts, work cycles and emergency stops, providing visibility to crane usage. It also provides brake and inverter monitoring. The data is transmitted to the Remote Data Center, where it is compiled and made available on the yourKONECRANES.com online customer portal.
ASSESS CRANE CONDITION

Provides asset usage and operating information that is used to assess crane condition.

• Knowing the condition of components facilitates maintenance decisions.
• Operating information gives insight into operator behavior and can highlight a need for training.
ESTIMATION OF REMAINING DESIGN LIFE

Gives you an estimation of the remaining design working period (DWP) of selected components, such as hoist brakes and structures.
TRUCONNECT REMOTE MONITORING

SAFETY ALERTS
Notifies you of hoist overloads, emergency-stops and over-temperature occurrences through text or email alerts, allowing for prompt response.

- Safety-critical alerts: emergency stops, overloading and brake faults
- Production-critical alerts: motor overheating, inverter faults and control system faults
FOR YOUR ENTIRE FLEET

TRUCONNECT Remote Monitoring is available for Konecranes CXT® cranes for industrial applications, and for SMARTON® cranes and other engineered cranes for heavy applications. Remote connection availability is included with new Konecranes equipment but can also be installed as a retrofit to existing industrial cranes.
TRUCONNECT REMOTE SUPPORT

TRUCONNECT Remote Support provides 24/7 access to a global network of crane experts and specialists, offering problem solving and troubleshooting to help reduce unplanned downtime. In controlled circumstances, two-way communication with the machines and their operators can be established in order to expedite corrective action.
ACCESS TO CRANE EXPERTS

Konecranes experts are available by phone or email to respond to problems and begin troubleshooting at time of contact. Remote Support staff can diagnose issues and identify appropriate corrective action, including the need for on-site maintenance or spare parts.
TRUCONNECT REMOTE SERVICE

REMOTE CENTER
Konecranes Remote Center in Hyvinkää, Finland provides real-time technical support for Konecranes customers and field service operatives.
GTS DASHBOARD

Dynamic Event Management

Event Information
- System name: [Input]
- Event ID: [Input]
- Sub Source: Any
- Node: Any
- Operation Profit: [Input]

Fault Management
- Severity: [Input]
- Show Hot: [Input]
- Duty: [Input]
- Summary: [Input]

Ticket Management
- USO Group: [Input]
- Incident Area: [Input]
- Sub Object: [Input]
- Module: [Input]
- Mail: [Input]
- Ticket Code: [Input]
- Description Check: [Input]
- Comment: [Input]

Service Management
- SLA: [Input]
- Object Type: [Input]
- API: [Input]
- Service Affecting: [Input]
- Service: [Input]
- RODM Identifier: [Input]

Event Action
- Event Delay: [Input]
- Escalate: [Input]
- Defer: [Input]
- Incident Set: [Input]

Update Rule | Add as new rule | Delete Rule | Classified Rules | Unclassified Rules
DATA SECURITY

- Data is stored in a highly secured location outside of Konecranes premises.
- The condition of the remote connections is monitored by Konecranes for the highest availability.
- Access to remote connections is strictly controlled and granted only to authorized personnel.
QUICK, EASY ACCESS TO YOUR CRANE MAINTENANCE INFORMATION

Maintenance data, asset details and usage data from TRUCONNECT are at your fingertips on our customer portal – yourKONECRANES.com.
STREAMLINED DATA

yourKONECRANES streamlines data access by organizing large volumes of information—including inspection and maintenance findings, TRUCONNECT data and alerts, asset lists and service spend—into easy-to-read graphs and charts in a single location.
QUICKLY SEE OPEN RISKS AND ALERTS

Customers can see fault history and prioritized assets according to chosen criteria for a quick view of pain points for a single asset or across their entire fleet.
ANALYZE DATA

Aggregated data can be viewed, analyzed and shared quickly, for a single asset or an entire fleet. Insights can be drawn by observing anomalies, patterns and trends, helping users make informed maintenance decisions.
CUSTOMER CONSULTATION

We use the information on yourKONECRANES to perform Service Reviews and Business Reviews with our customers. The information from the reviews is available at any time on the portal.
PARTS FOR ALL MAKES AND MODELS
KONECRANES STORE

Easy-to-use e-commerce site for overhead crane parts. The STORE features spare parts and accessories for many brands, makes and models of cranes and hoists; and selected pre-configured lifting equipment.

- Access to Konecranes equipment manuals
- Search by part number
- Visibility to parts inventory levels and lead times
TECHNOLOGY DESIGNED TO IMPROVE SAFETY AND PRODUCTIVITY
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CHALLENGE
In the past, brake wear and maintenance analyses have been based mostly on calculations drawn from statistical data. In some monitoring systems, the operator has to input certain parameters to set up monitoring for different crane brakes.

KONECRANES SOLUTION
The new Konecranes Brake Monitor devices are the first of their kind to provide concrete, real-time data on the material wear and functioning condition of crane brakes. This system is able to adapt automatically to different crane and brake setups – including those manufactured by other companies.
NOT JUST LIFTING THINGS, BUT ENTIRE BUSINESSES