

Luka Koper d.d, Slovenia

SAVED TIME AND COSTS WITH REMOTE DIAGNOSTICS AND TECHNICAL SUPPORT

The 55-year-old Luka Koper, located in the historical city of Koper in western Slovenia, is one of the fastest growing ports serving the middle European markets. The yearly throughput surpassed 17 million tons in 2011. Luka Koper has 12 different terminals handling almost every kind of cargo from containers, livestock and iron ore to motor vehicles.

Luka Koper started cooperation with Konecranes over ten years ago and the first Konecranes RTG crane was delivered to the container terminal in 2004. In the following years, Luka Koper selected Konecranes to provide several additional new RTG cranes, expanding its container capacity to the present 700,000 TEUs annually and the number of Konecranes' RTG cranes to a total of thirteen.

Konecranes TRUCONNECT® Remote Diagnostics and Technical Support is currently installed in seven RTG cranes. Konecranes engineers can access the system through the internet, establishing direct two-way



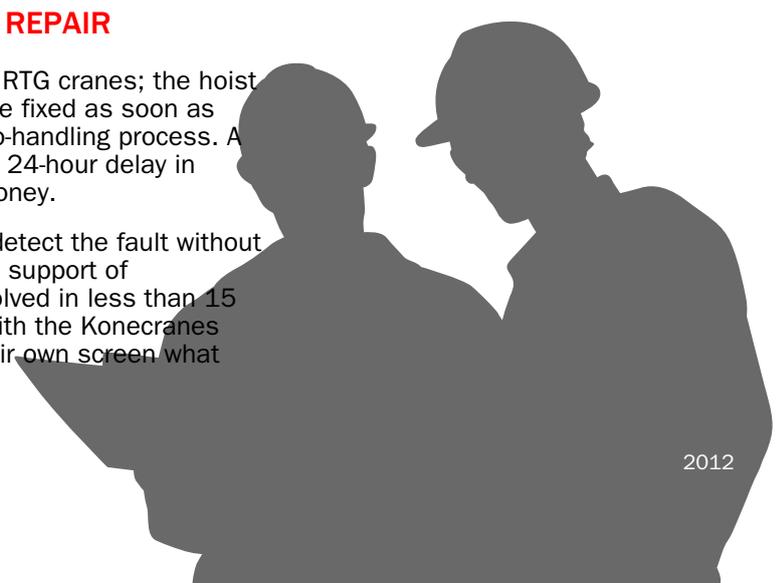
Photo by Erik-Jan Owerkerk

communication with the equipment, and are thus able to diagnose ; and solve problems from any remote location without being at the customer's site.

CRITICAL RTG CRANE NEEDED IMMEDIATE REPAIR

Luka Koper had problems with one of their critical RTG cranes; the hoist would not lower its load. The problem needed to be fixed as soon as possible because the crane is critical for the cargo-handling process. A two-hour delay in handling containers would cause 24-hour delay in transportation; and every minute of delay costs money.

It would have been costly and time-consuming to detect the fault without the remote system installed in the crane. With the support of Konecranes technical people the problem was solved in less than 15 minutes. The customer, while in communication with the Konecranes remote services team, was able to observe on their own screen what





was being fixed; in this case the load sensor display. The remote connection also enabled on-line customer training.

CUSTOMER-ORIENTED APPROACH



“We are a logistics company and customer service is very important to us”, says **Borut Muzenič** (left).

“Konecranes is definitely one of the most innovative companies in the business. The advantages of Konecranes company culture and customer-oriented attitude are clearly seen in situations in which they go hand-in-hand with modern technical solutions”, says **Edvin Boškin** (right), Technical Manager, Container & Ro-Ro Terminal.



INDUSTRIAL CRANES: Konecranes is the industry benchmark for safety, reliability, cost saving and productivity-enhancing innovation. Standard and heavy-duty cranes include electric overhead cranes up to 1,000+ tons and explosion-proof cranes and components. Workstation lifting systems feature enhanced material flow with ceiling-mounted monorails and free standing cranes systems, jib cranes and manual lifting products and electric chain hoist up to 7500 kg. Konecranes provides any lifting application in any industry.



NUCLEAR CRANES: With nearly a half century of nuclear crane experience Konecranes is the most seasoned supplier in the industry. Our wide range of products are designed specifically for operation in nuclear applications and our quality control program ensures that each nuclear crane and component is designed, manufactured and installed to the demanding standards of the nuclear industry.



PORT AND PORTAL CRANES & SERVICE: Konecranes designs, manufactures, and delivers large cranes for ports, container terminals, intermodal terminals, shipyards and bulk material handling. We also provide expert maintenance and after-sale support as well as complete crane service worldwide for all types and makes of harbor and shipyard cranes.



HEAVY-DUTY LIFT TRUCKS: Konecranes is a world-leading manufacturer of lift trucks with lifting capacities of 10 to 80 tons. For over 50 years Konecranes has designed and customized trucks for the most demanding applications and continues to offer a wide range of trucks for customers in many different industries. Products include forklifts, reach stackers, empty container handlers, gantry trucks/toploaders.



CRANE SERVICE: Konecranes provides an extensive range of services and unique capabilities dedicated to improving safety and helping your business decrease the cost of downtime and increase the productivity of uptime. We can service any make of crane and hoist. With a global network of maintenance professionals operating from more than 570 service depots around the world, we repair, inspect, modernize and maintain more cranes worldwide than any other company.



MACHINE TOOL SERVICE: As a global leader in machine tool maintenance service, Konecranes offers world-class service on all makes and models of machine tool equipment. From maintenance programs to rebuild, remanufacture and retrofit, we have the knowledge and expertise required to keep your equipment running effectively and efficiently.



PARTS: Konecranes is the OEM for many of the best known brands of hoists and cranes as well as the largest single source supplier for parts of all makes. We have the most extensive inventory in the industry, as well as dedicated in-house parts manufacturing and extensive reverse engineering services to assist you with obsolete and/or not readily available parts. Our expert technicians are always available to help with field installation and support.