

CONNECTING DATA, MACHINES AND PEOPLE

Delivering Lifecycle Care in Real Time



Connect

In the field, our **mobile-enabled inspectors and technicians** enter inspection and maintenance data following the Risk and Recommendation Method, using our proprietary MAINMAN software.



Usage and operating data is collected from cranes equipped with **TRUCONNECT Remote Monitoring** and made available on our customer portal.



On the **back end** we have interconnected systems and processes to provide transparent and shared information to support service activities.

The **Konecranes STORE** provides quick and easy access to parts and manuals to both technicians and customers.

Get insights

Our customer portal – **yourKONECRANES.com** – provides visibility to usage data, maintenance data and asset details. 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.

Anomalies are abnormal events that can show up as faults and should be addressed promptly as they occur. A good example is an overload. Knowing precisely when an overload has occurred is the first step in identifying its cause and taking steps to prevent it from happening again.



Patterns are recurring events that might show up on a daily, weekly or monthly basis, or follow some other correlation. Excessive starts during certain work shifts may indicate the need for operator training.



The study of **trends** can help uncover targets for safety and productivity improvement. Data charts and graphs provide visual cues of things that are increasing or decreasing. Analyzing data behavior over time supports investment decisions and the development of predictive maintenance.



Optimize

When delivering Lifecycle Care in Real Time, we use a **consultative approach** to help guide decision making. We share our findings with our customer, provide recommendations, and follow a systematic process to achieve high quality and consistency.



After delivery of service we measure our customers' experience with **Voice of Customer**. This allows us to react to customer needs and use feedback to improve products and services.

