



SiteWatch

Customer Interface

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Index

Customer Experience

Features & Applications

Reports

Dashboard

Fleets

Maintenance

Customer Experience

The VoC: Connected Services to support Customer's Business

BASED ON
CUSTOMER EXPERIENCE

- During the last few years customers and dealers faced many challenges:
 - Fuel costs dramatic increase
 - Inflation which impacts cost of parts, fluids and new vehicles...
- A Survey* conducted in 2022, shows Customers complain about fleet/machines challenges which "are going to be in some cases dramatic" (for 80% of involved people).
- 68% of Construction Customers use Telematics on board
- 82% of this population say that Connected Services are "Extremely or very beneficial"
- Telematic solutions are providing positive ROI for 60% of customers
- Customers and dealers indicate other improvements achieved by using Telematics:

GOALS ACHIEVED	% on Fleets
Improved operational efficiency	65%
Improved Fuel Consumption	64%
Improved ROI (less than 1 year)	60%
Improved efficiency/productivity for customers	59%
Improved communication with customers	57%
Improved scheduling	57%
Improved efficiency/productivity for office staff/management	54%



Top 3 challenges to daily business

	2021 Report	2022 Report	2023 Report
Increasing Cost	44%	63%	80%
Material Shortage	40%	54%	59%
Meeting Customer demand	50%	49%	52%

80% of customers complain increasing costs as the biggest challenge for the Business



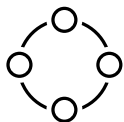
For 82% of interviewed People, Telematics Solutions represent a beneficial tool to improve Machine Efficiency, ROI, reduce Fuel Consumption...

*An email invitation to participate in an online survey was sent to those in the Automotive Fleet, Business Fleet, Construction Fleet. A total of 657 responses (432 completed and 225 partially completed surveys) were collected between June 16, 2022 and July 11, 2022.

Customer Experience

Real impact of Telematic on fleet or machines costs

BASED ON
CUSTOMER EXPERIENCE



All
industries

Transportation

Construction

Others

Average **fuel
cost reduction**

9%

10%

10%

7%

Average **accident
cost reduction**

17%

21%

17%

12%

Average **labor
cost reduction**

12%

12%

17%

9%

How Customers reduced Fuel consumption -> Checking reports, using machines in appropriate mode, changing Operators behaviors

How Customers reduced Accident Costs -> Receiving Realtime Alerts; avoiding Machine critical issues, reducing Downtime

How Dealers reduced Labor Costs -> Avoiding critical issues; Scheduling Maintenance; getting prepared for the service operation

Features & Applications



Features & Applications



SiteWatch is CASE's Telematics Solution that tracks real-time equipment operating data, communicating that information to an internet interface to help customer to better manage equipment, making machine more productive and profitable.

The alert messages are instantly communicated to the customer who can organize prompt service avoiding critical problems and more extended downtime.

Parameters

SiteWatch detects many parameters: idle time, Fuel consumption. System can send an auto-reports through mail.

ON-OFF Machine

Fuel usage

Run/Idle Times

Engine hours

Machine Alerts

Geo Position

Actions

From data analysis, the customer manages the factors that make the use of the machine more efficient.

Late Start / Early Stop

Change operator behavior

Reduce Idle time

Plan Maintenance

Plan Service/Avoid critical stops

Full control

Benefits

A more efficient use of the machine means a greater profit and business for the customer.

Operator Efficiency

Less Fuel Consumption

Less Fuel Consumption

Downtime prevention

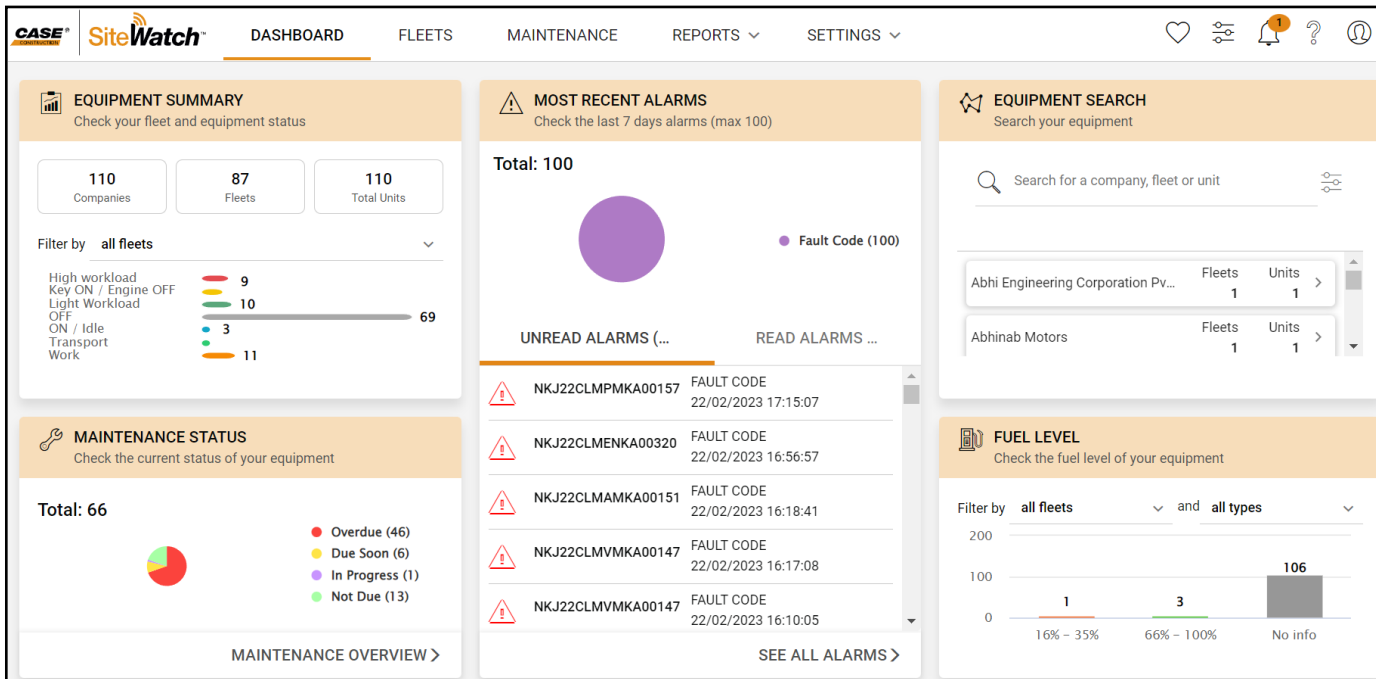
Downtime prevention

Machine safety

Dashboard



Dashboard



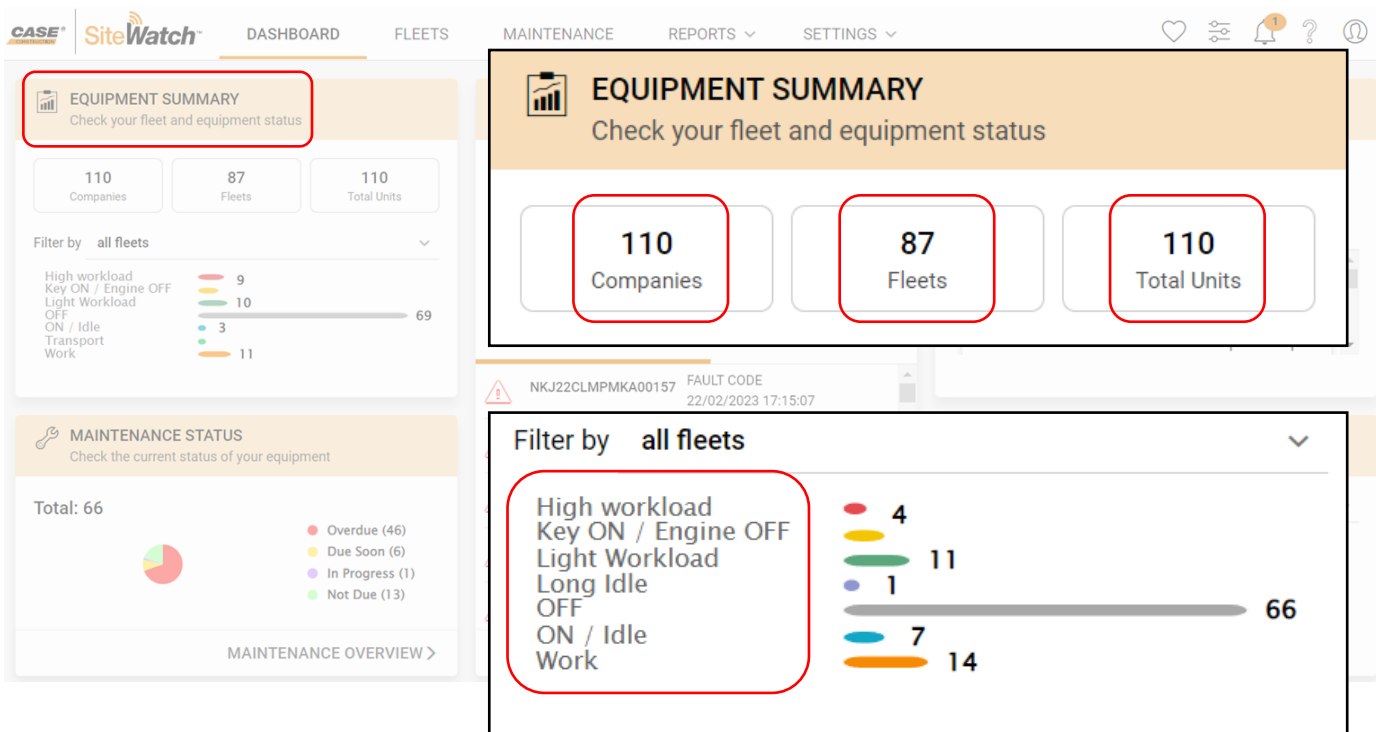
After login the DASHBOARD appears.

It shows 5 summaries:

- Equipment Summary.
- Maintenance Status
- Most Recent Alarm.
- Equipment Search.
- Fuel Level.

Dashboard

Equipment Summary

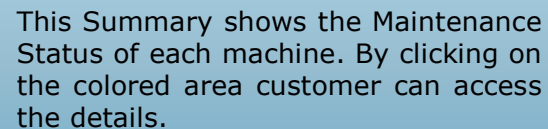


This Summary shows the full number of machine in the fleet and the working status of each machine: high/low workload, off, On/idle...

Thanks to the working condition analysis, customers would:

- Optimize machine use,
- Improve machine performance,
- Reduce costs...

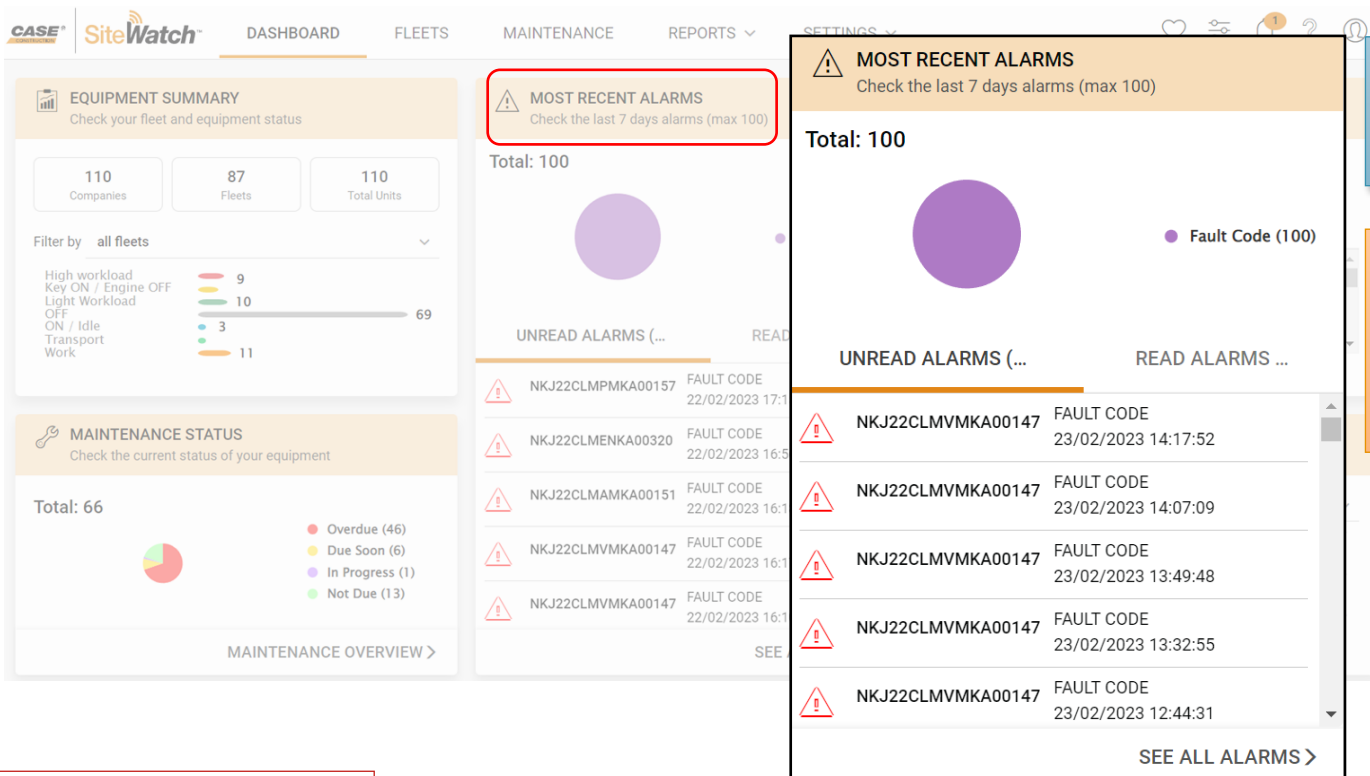
Maintenance Status



- Having a quick reference on maintenance status, customer can organize and forecast the Service.
- Higher efficiency
 - Lower downtime
 - Lower risk of critical issue

Dashboard

Most Recent Alarms



This Summary shows how many alerts occurred on all machines registered to the customer within last 7 days (max. 100)

The access to the full list of alarms, help the customer to quick identify the problems on the machine and organize Service for:

- Higher efficiency
- Lower downtime
- Lower risk of critical issue


Dashboard

Equipment Search

The screenshot displays the SiteWatch dashboard with the following sections:

- EQUIPMENT SUMMARY:** Check your fleet and equipment status. Shows 110 Companies, 87 Fleets, and 110 units. A filter by 'all fleets' is active. A legend indicates workload levels: High workload (9), Key ON / Engine OFF (10), Light Workload (3), OFF (11), ON / Idle (3), Transport (11), and Work (11).
- MOST RECENT ALARMS:** Check the last 7 days alarms (max 100). Total: 100. Shows two alarms with fault codes NKJ22CLMPKA00157 and NKJ22CLMENKA00320.
- MAINTENANCE STATUS:** Check the current status of your equipment. Total: 66. A pie chart shows the distribution of maintenance status.
- EQUIPMENT SEARCH:** Search your equipment. A search bar is present. A list of equipment is shown, including Abhi Engineering Corporation Pv... and Abhinab Motors. A specific unit, NKJ22CLMJMKA00128, is highlighted with a 'Center' button.
- FUEL LEVEL:** Check the fuel level of your equipment. A filter by 'all fleets' is active. A gauge shows the fuel level at 16% - 35%.

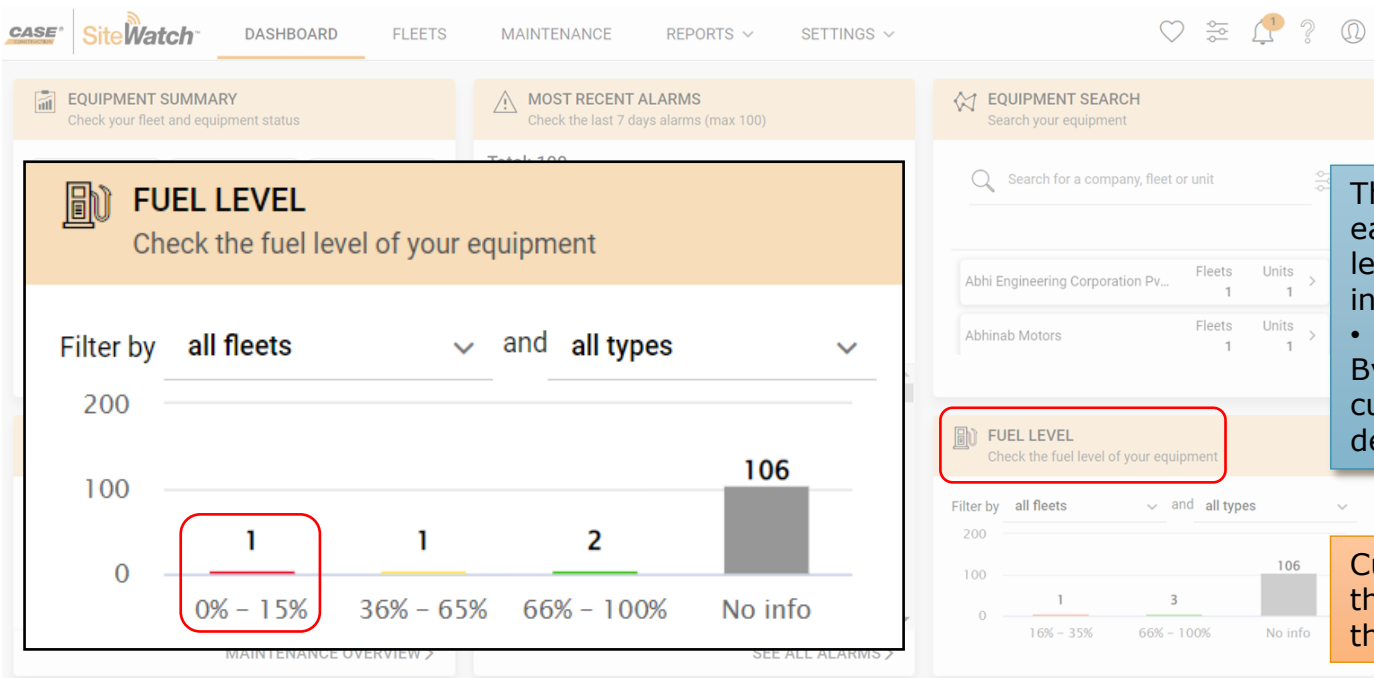
Two callout boxes provide additional information:

- From this portions of the Dashboard, the Customer can quickly access to the Machine location just clicking on  icon**
- The precise Geo location allows the customer to quickly reach the machine to be repaired**

An inset image shows a satellite map of a rural area with a road and a building. A yellow label '208A' is visible on the road. A circular icon with a target symbol is overlaid on the map, indicating the location of the machine.

Dashboard

Fuel Level



This Summary shows fuel level of each machine in the fleet. the level is in percentage and divided in 3 ranges:

- low – medium – high.
- By clicking on the range tower, customer can access the machine details

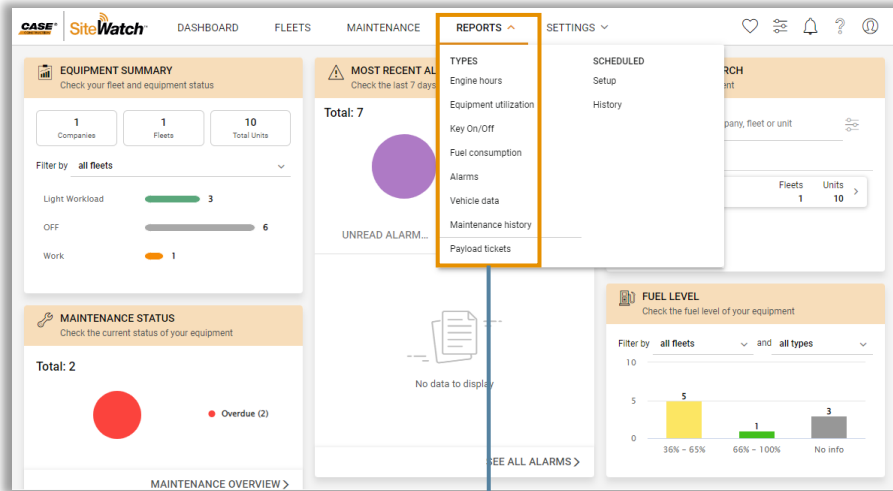
Customer can organize on-time the refilling operations to reduce the downtime!

Reports

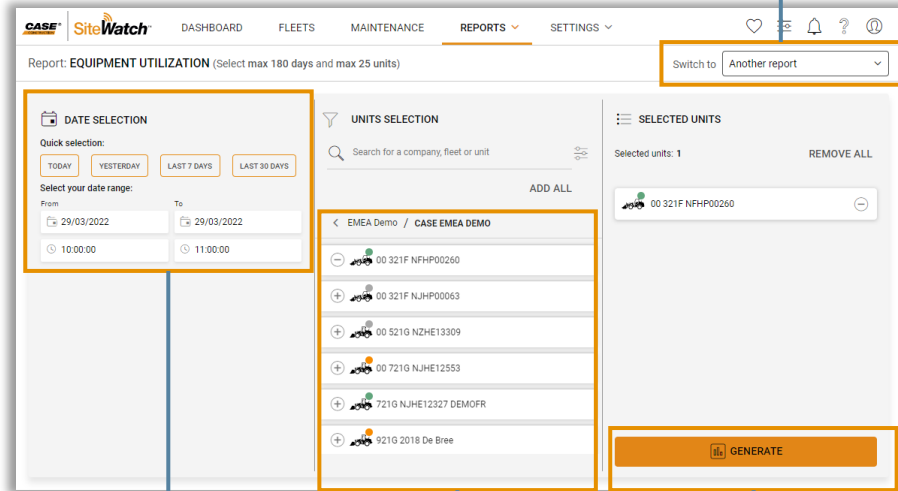


Reports

Easy creation of multiple machine reports which can be exported to excel.



1.
Select a report



2.
Select a period

3.
Select a machine

4.
Click Generate

5.
Switch to
other report

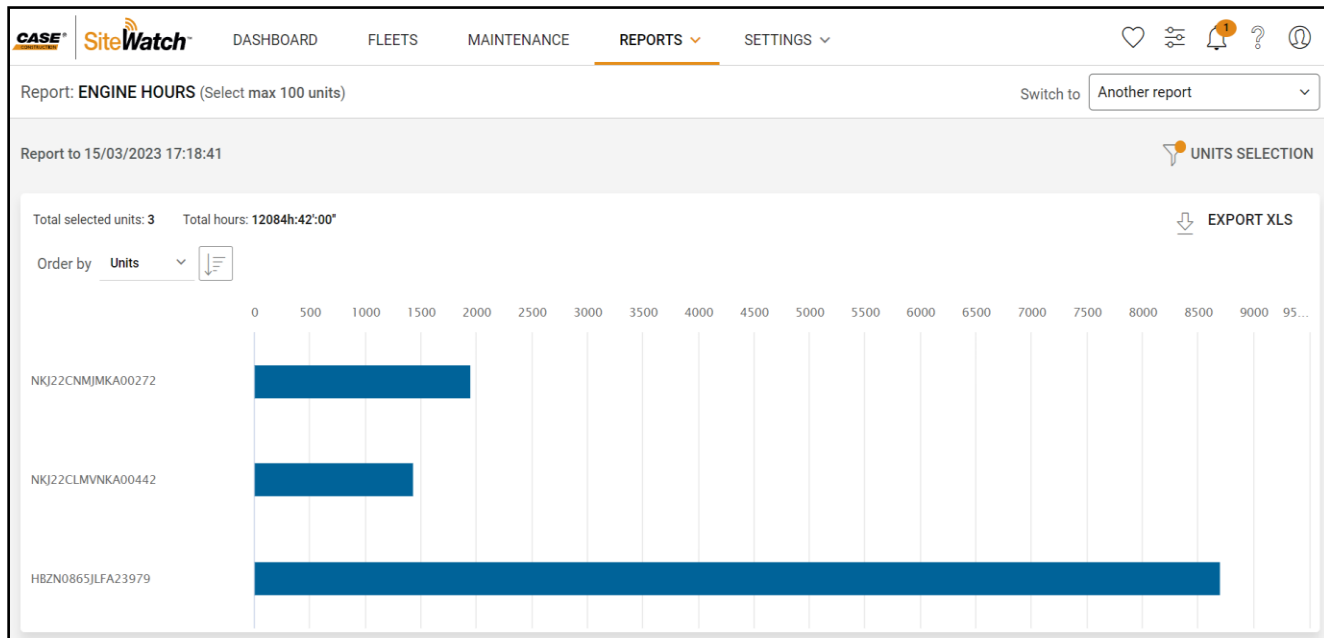
Reports

Engine Hours

This Report shows the Engine Hours of 3 selected machines from the fleet. By bringing the cursor on the bar, customer can view individual machine's engine hours clocked.

Customer can view and analyze:

- Total engine hours.
- Individual engine hours.
- Compare and act.



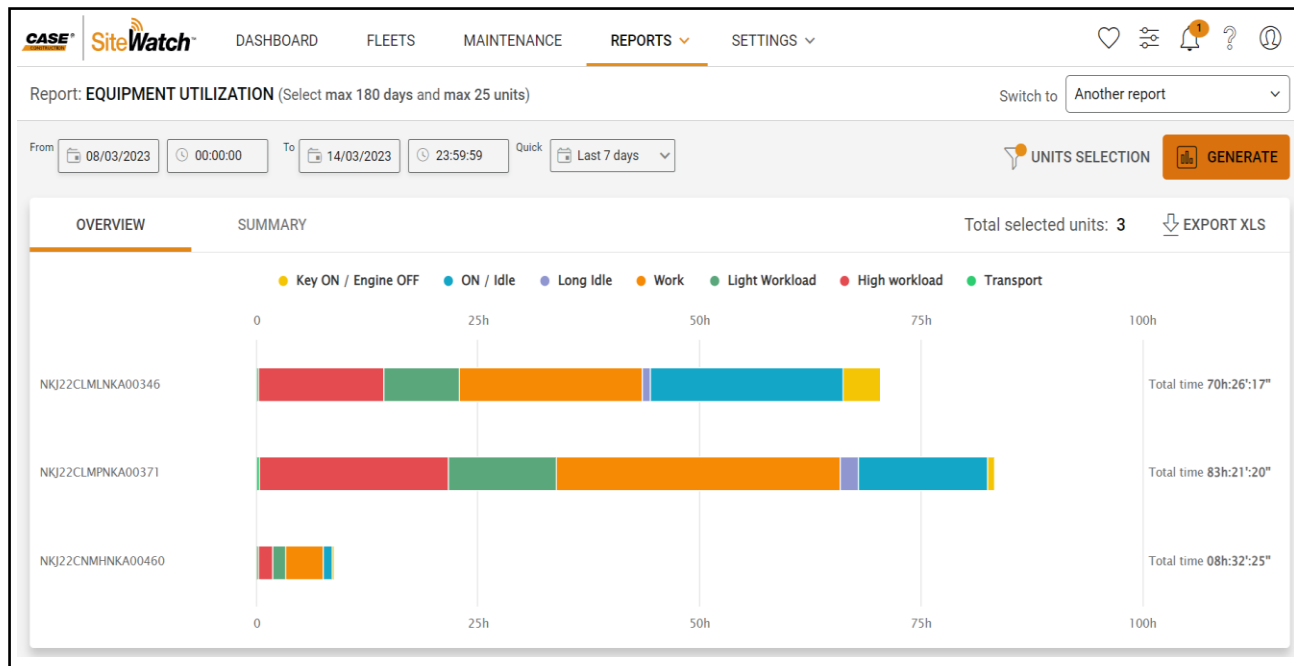
Reports

Equipment Utilization

This Report shows Machine Utilization for 3 selected machines from the fleet. By bringing the cursor on different colors on the bar, customer can view the hours machine has operated on a particular working mode.

Helps customer know:

- Machine Utilization
- Long Idle percentage
- Operator Behavior



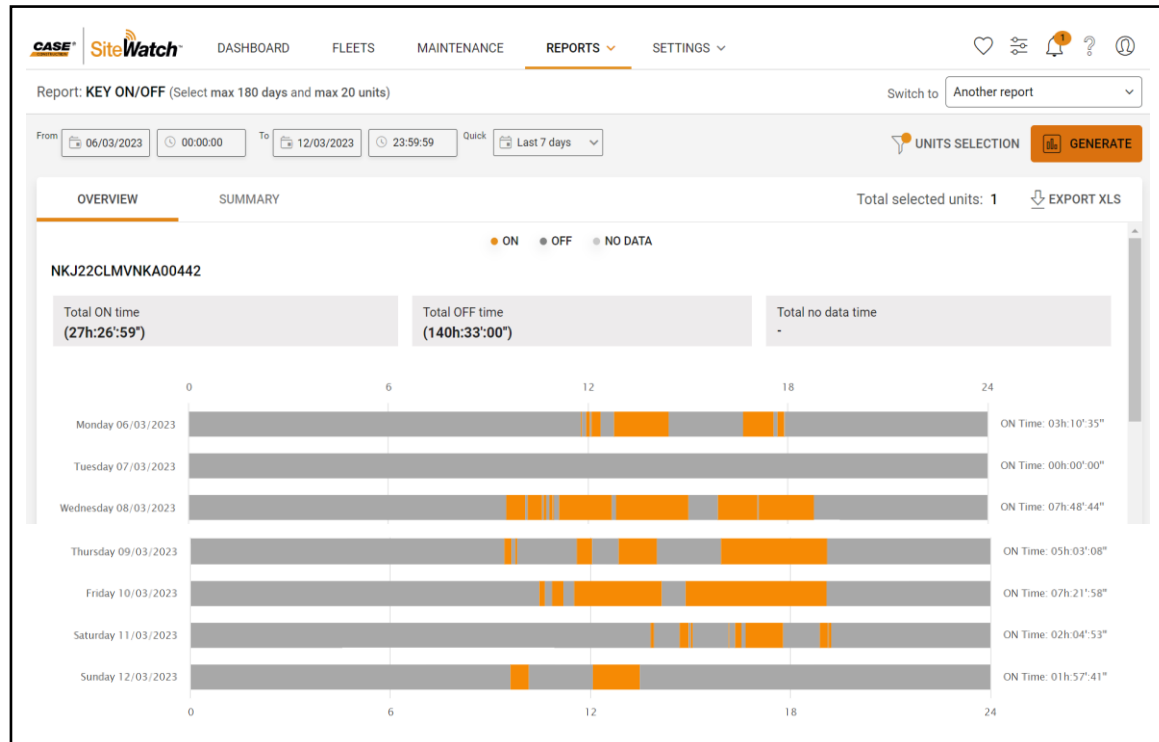
Reports

Key ON/OFF

The Key ON/OFF report provides details about the daily operating hours.

- Information about each time the machines was started and when shutdown during the day.
- Total hours for each day.
- Customizable period up to a maximum of 180 days in the report.
- The report can be exported to excel
- The excel report can be send by email on a weekly or monthly base.

Helps customer know when was the machine started and shutdown?



Reports

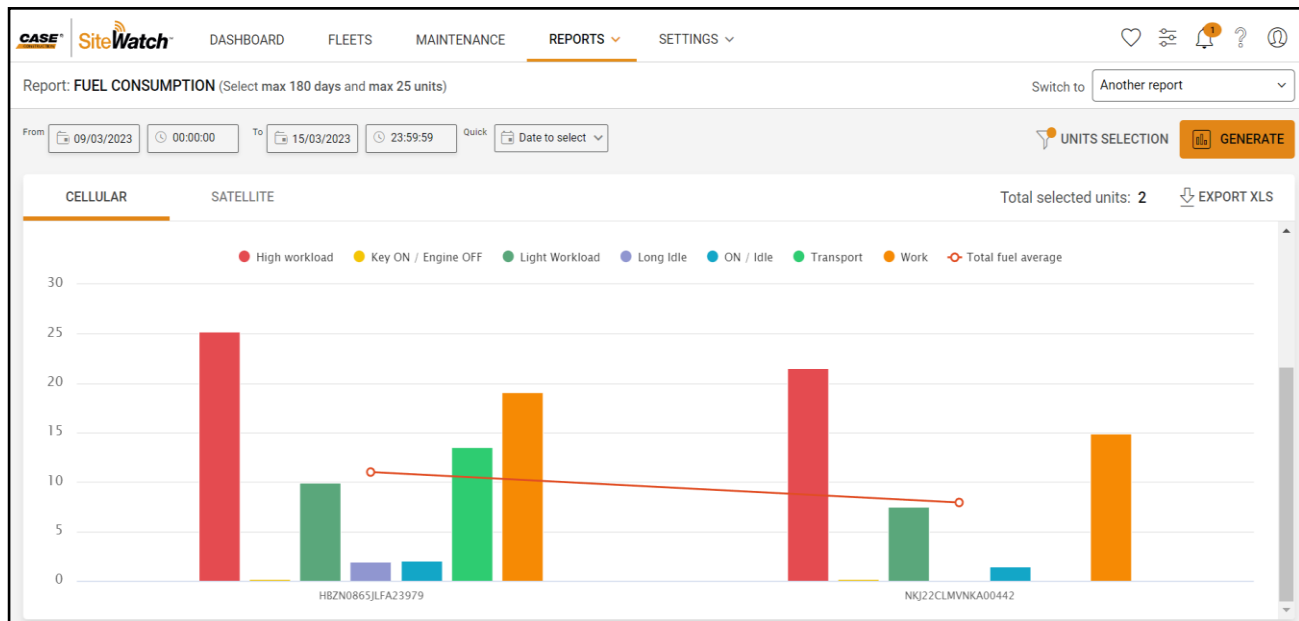
Fuel Consumption

Fuel is money and therefore a big aspect of the machine cost.

The reports offer a detailed view of the fuel usage in each machine state which makes it possible to identify where the biggest reduction can be made.

If there are similar machines working in similar circumstances you can compare machines.

- When a machine has more idle time it can be an indication that there might be a fuel reduction possible.
- When a machine spends more time in high performance it can indicate that the machine is too small or it unnecessary operates with high RPM.



Reports

Alarms

Keep the machine in good condition with SiteWatch maintenance.

Customer can constantly count on the perfect condition of the machine in his fleet, minimize downtime risk.

SiteWatch keeps track of the machine health, security and fault conditions and notifies the customer when an incident is reported.

CASE SiteWatch DASHBOARD FLEETS MAINTENANCE **REPORTS** SETTINGS

Report: **ALARMS** (Select max 180 days and max 1000 units) Switch to Another report

From 08/03/2023 00:00:00 To 14/03/2023 23:59:59 Quick Date to select

ALARM FILTERS UNITS SELECTION GENERATE

Report from 08/03/2023 00:00:00 To 14/03/2023 23:59:59 Alarm filters : 0 VIEW ON MAP EXPORT XLS

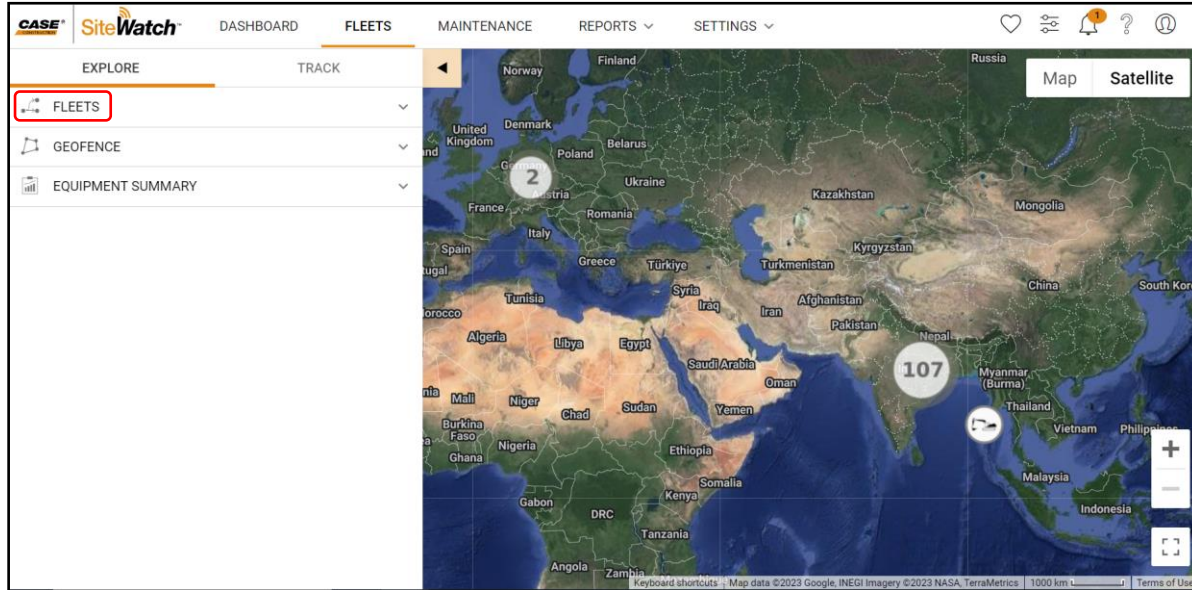
Severity	Read	Unit	Type	Alarm key	N° of alarms
MEDIUM		NKJ22CLMLNKA00444	Maintenance	Pre-fuel filter (Replacement)	1
MEDIUM		NKJ22CLMLNKA00444	Maintenance	Fuel filter (Replacement)	1
MEDIUM		NKJ22CLMLNKA00444	Maintenance	Engine oil and filter (Replacement)	1
MEDIUM		NKJ22CLMLNKA00444	Maintenance	Air-conditioning refrigerant (Checking)	1
LOW		NKJ22CLMLNKA00444	Fault Code	00	1

Fleets

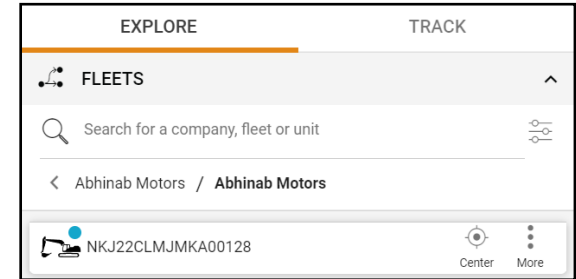


Fleets

Explore




Fleets menu, provides customer option to **Explore and Track** Machine position.




Fleets

Explore-Fleets

 **INFORMATION** ^

Brand	Type
CASE	Crawler Excava...
Model	Machine S/N
CX220C (T3 FPT)	NKJ22CLMJM...
Fleets	Company
Abhinab Motors	Abhinab Motors


 **PARAMETERS** ^

280 Km
Odometer

2979.67 h
Engine hours

-479.7 h
Hours left to...


-
Distance left...

 **POSITION** ^

Address
838V+RW5, Paschim Tilthai, Tripura 7...

Last Update
23/02/2023 17:13:33

Last Position
24.3178462; 92.0941619
23/02/2023 17:13:33

 **MAINTENANCE** ^

INTERVALS

OVERDUE


 2500.00 h interval

OVERDUE

 2750.00 h interval

DUE SOON

 3000.00 h interval

 **TECHNICAL DATA** ^

Service Level
Advanced

Expiration Date
16/08/2023 15:11:01

Server Firmware Version
AM53 CNH CE 4.3.0

Device Firmware Version
FirmwareConfig 1 4.3.0 FirmwareCon...

Machine real time information can be seen.

Machine information is available on:

- Information
- Parameters
- Position
- Maintenance
- Technical Data

Fleets

Explore-Geofence



Customers can also set the **Geofence** perimeter within which or outside which the machine must work. Anytime machines cross the perimeter an alert message is sent to the customer.

Safety level increased for operators, employees and machines!

Fleets

Track

EXPLORE

TRACK

DATE SELECTION

Quick selection:

TODAY

YESTERDAY

LAST 7 DAYS

LAST 30 DAYS

Select your date range:

From

25/02/2023

00:00:00

To

03/03/2023

23:59:59

UNITS SELECTION

Search for a company, fleet or unit

ADD ALL

Selected units: 1

VIEW ALL >

GENERATE REPORT

EXPLORE

TRACK

Back to the selection

RESULTS

From 25/02/2023 00:00:00 to 03/03/2023 23:59:59

Click below if you want to switch unit

Units

List	Timestamp	Speed	Details
NKJ22CLMVMK A00259	25/02/2023 06:08:47	N/A	Key ON
NKJ22CLMVMK A00259	25/02/2023 06:09:04	N/A	Report IO
NKJ22CLMVMK A00259	25/02/2023 06:09:35	0.00	ON Message
NKJ22CLMVMK A00259	25/02/2023 06:19:04	0.00	Report Status;CAN

GEOFENCE

Map

Satellite

Depkaidalbari

ASSAM

MECHALAYA

Tiksal

200 m

- Possible to generate report against individual machine or multiple machines at a time.
- Perform Date Selection, Unit Selection and Click on "Generate Report".
- Report appears with Timestamp, Speed & Details.

Maintenance



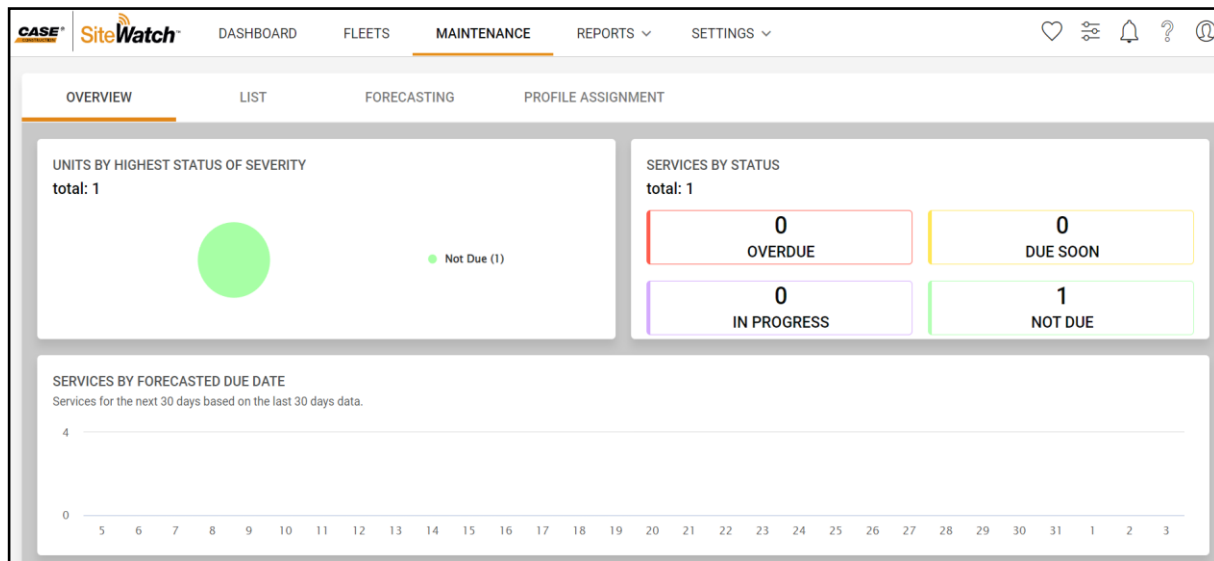
Maintenance

Overview

- **Unit By Highest Status Of Severity**
 - Indicates service status by color.

	Overdue.		In progress.
	Due soon.		Not due.

- **Services By Status.**
 - No. of units with services pending, in progress, due soon or not due can be checked.
- **Services By Forecasted Due Date**
 - If forecasting against unit is activated, based on unit run time, also forecast next service date.



Backup

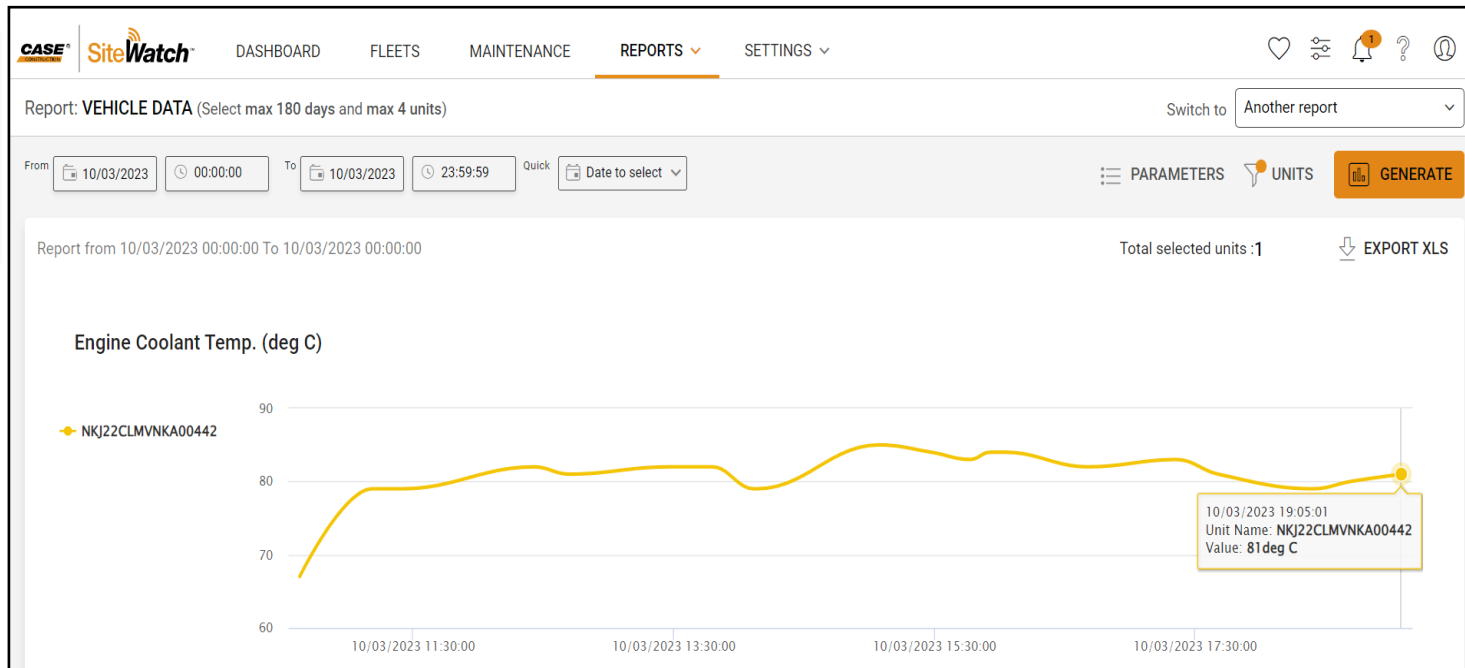
Reports

Vehicle Data

SiteWatch tracks important parameters and allows a customer to proactively take actions on service or parts requiring special attention.

Parameters:

1. Actual Engine Torque %
2. Actual fuel consumption
3. Battery voltage
4. Engine Coolant Temp.
5. Engine Oil Pressure
6. Turbo boost pressure



Reports

Maintenance History

SiteWatch keeps a track of the service intervals and notifies in advance when a service is needed.

Instead of calling jobsites to verify machine hours and location, SiteWatch helps to plan the service intervals in time and have the necessary parts available when performing the maintenance.

CASE[®] **SiteWatch**[™]

DASHBOARDFLEETSMaintenanceREPORTSSETTINGS

Report: MAINTENANCE HISTORY

Switch to Another report

From 26/02/2023 00:00:00 To 04/03/2023 23:59:59 Quick Date to select

UNITS SELECTION GENERATE

Report from 26/02/2023 00:00:00 To 04/03/2023 23:59:59

EXPORT XLS

Unit name	Company	Action	Interval	Engine hours / Mileage at action	Date	Mechanic name	Cost	Notes
NKJ22CLMVMKA 00259	ANISUR RAHMAN	close	10 h	1283.92 h	01/03/2023			
NKJ22CLMVMKA 00259	ANISUR RAHMAN	start	10 h	1283.92 h	01/03/2023			
NKJ22CLMVMKA 00259	ANISUR RAHMAN	undo start	1000 h	h	01/03/2023			
NKJ22CLMVMKA 00259	ANISUR RAHMAN	undo start	10 h	h	01/03/2023			
NKJ22CLMVMKA 00259	ANISUR RAHMAN	start	10 h	1283.87 h	01/03/2023			