



# Introductory Session on Telematics

**Breaking  
New Ground**

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Innovation Sustainability Productivity

# What is Telematics?

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Various Construction Machines working in remote site could be connected via Internet and an Application (software).

By transforming the data generated by our vehicles into valuable information, we can better plan our activities.

Moreover, thanks to integration with the management systems, we can automate operations related to vehicle rental and customer billing.

# Introduction to Telematics

We have a machine with a lot of information,  
by adding a modem the data is send to a server,

✓ services and information become available,

✓ usable for customer,

✓ and dealer to bring customer support  
to a higher level,

✓ leading to lower Total Cost of Ownership.



# Operating Model (Vision)



## Technical corner

Analyzing **Telemetry Data**

Creating **Analytics Use Cases**:  
Uptime and Application  
performance

**Defining guided procedures**  
for the field for dealers and  
customers

# Telematics – The new era of Machine Control

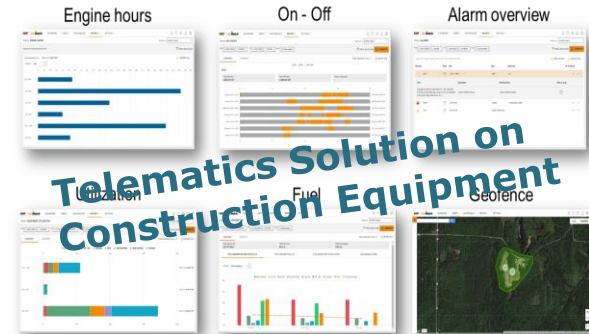


- The Health Apps on our phones report all data about daily steps, run speed, calories burned...
- The Apps help to improve our fitness by just checking data reports and adjusting our training to get the goals...and overcome!

**The Apps alone do not make us champions  
...but  
Champions use the Apps to their Advantage**

## Same concept can be applied on Construction Telematics!

- The onboard Telematics Systems report all data about Machine Status, Machine Alerts, Maintenance, Fuel Consumption, and Machine location...
- Telematic Solutions allow the customer to easily access reports and analyze the data helping to improve machine efficiency, productivity, and safety...
- **Of course, the Machine could work without Telematic Solutions...but with them onboard the Machine can work better... improving customer Connect & Business!**





# Telematics – Three Components

## 1. Device/Modem

(with or without Antenna)



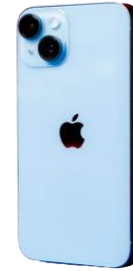
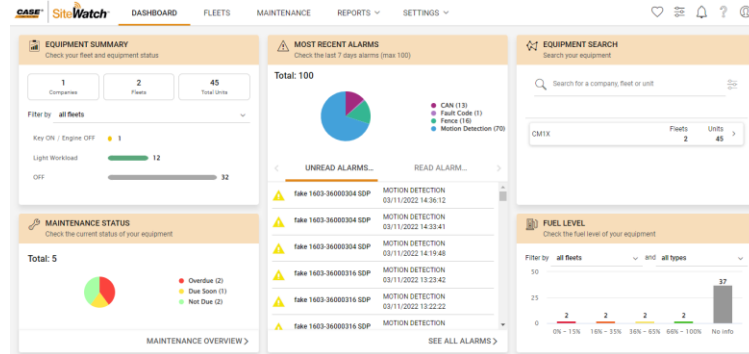
## 2. Telco / Internet Service Provider

Like Airtel, Reliance, Etisalat, 3BB, AIS, CAT, TOT, true, TIME, maxis, celcom, Singtel, Axis, Telkomsel



## 3. Customer Subscription

Telematics Solution /  
Interface for End-Customer



NETFLIX

CNI  
INDUSTRIAL

# Connected Services



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

## **SiteWatch is the interface for the customer**

- Fleet monitoring & tracking – Location tracking, Fuel reports, Engine Data, Alarms
- Productivity tracking
- Operational and efficiency reports
- Security functions



**For Dealer**



**SiteConnect** is a set of connected services which allows the dealer to master data of customer machines and promptly execute necessary actions

## **eTim Service Portal**

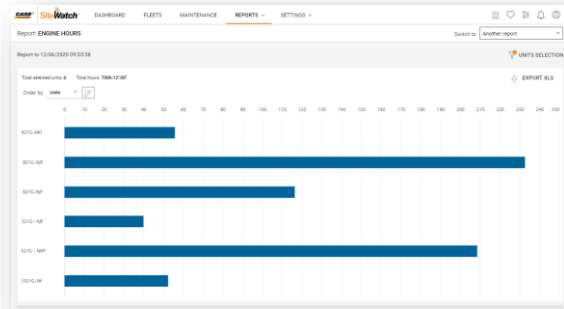
- Dedicated portals available for dealer analysis and actions
- Deeper analysis of the data with more parameters – Vehicle History Reports
- Interactive maintenance plan
- Proactive breakdown prevention
- Improved service capability and forecasting

## **Telematics Service Portal (TSP)**

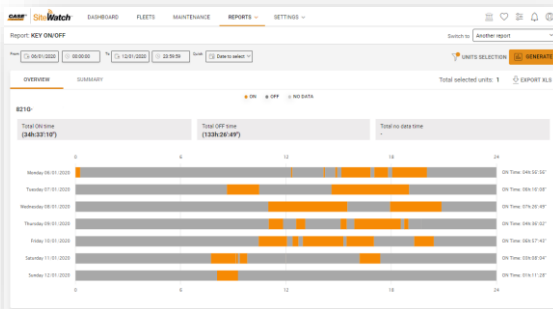
Portal to manage telematics activations both for SiteWatch and SiteConnect



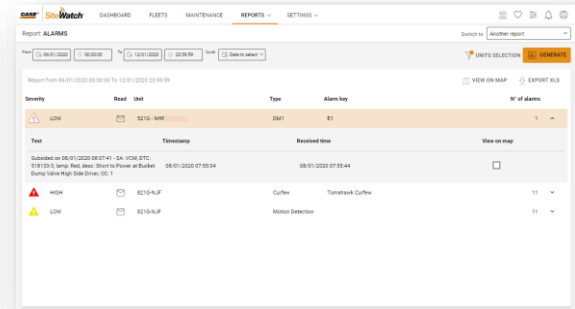
## Engine hours



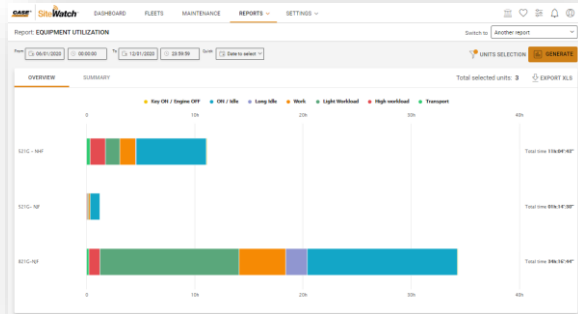
On - Off



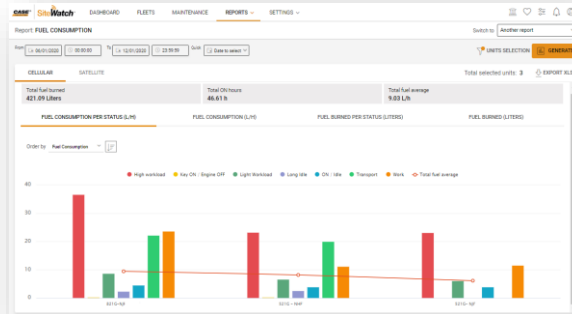
## Alarm overview



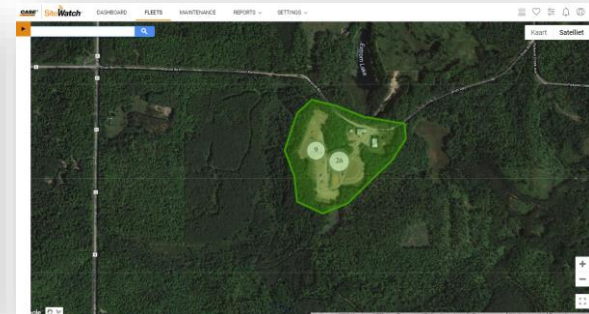
# Utilization



# Fuel

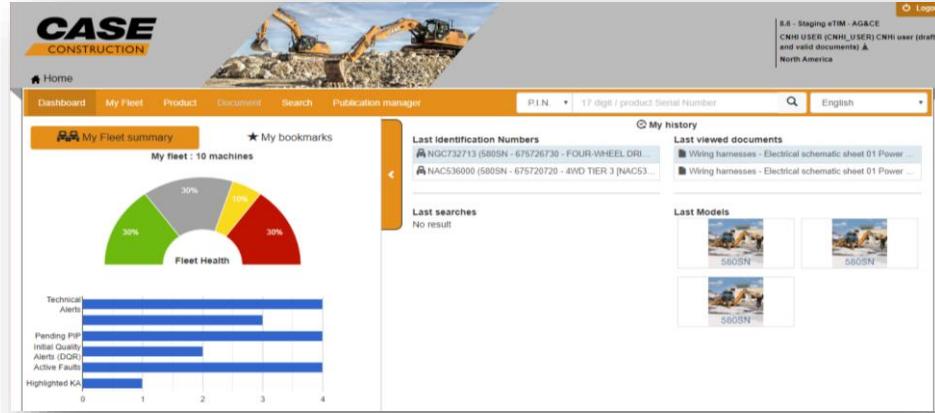


## Geofence

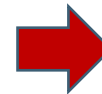
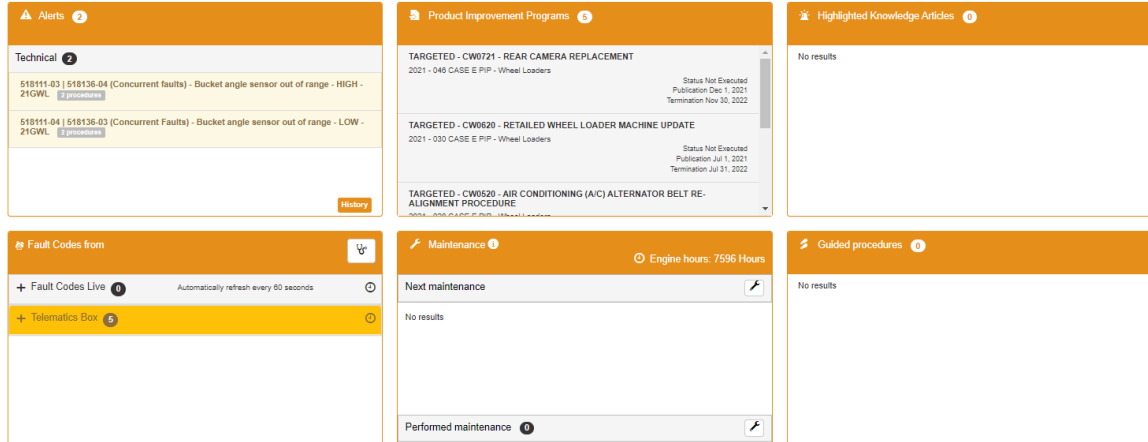
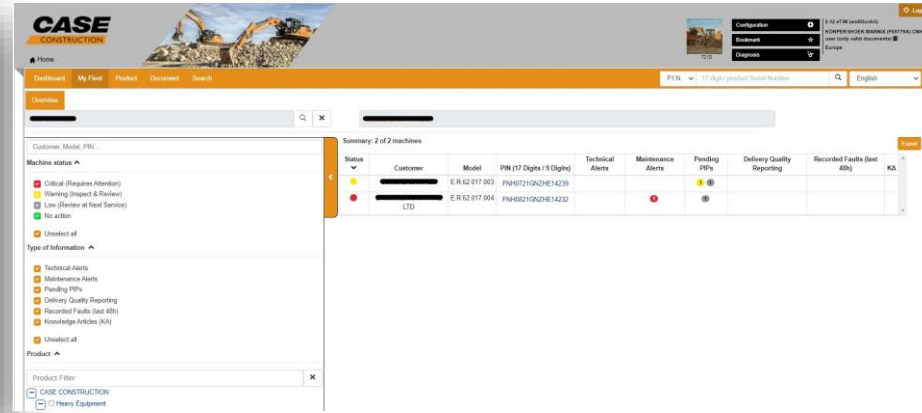




## Dashboard



## MyFleet



### Machine information windows

1. Technical alerts
2. PIP
3. Knowledge articles
4. Fault codes
5. Maintenance
6. Guided procedures 9

# Top Seven Customer Uses defined by AEM ("Association of Equipment Manufactures")

1. Equipment Utilization
2. Idle Time / Fuel Reporting
3. Preventive Maintenance Management
4. Equipment location  
(for operational dispatch, service/repair/theft prevention)
5. Equipment availability for jobs
6. Pre and Post Inspection gaps and deficiencies, and manual processes
7. Confirmation of asset use and location, i.e. change orders, billable work stoppage



# Dealership Growth & Business Efficiencies



The dealer organizations that **engage** and **actively participate** with Telematics see greater opportunities and recognize greater profit

- Increased customer touch points
- More efficient rental fleet monitoring and billing
- Maintenance alerts and more efficient scheduling
- Reduced data collection costs
- More efficient troubleshooting
- Opportunity to up-sell and showcase new products
- Increased parts sales
- Increased service department revenue
- Higher machine resale with documented care
- Increased customer satisfaction

# Telematics

Each department can contribute to profit growth



## PARTS DEPARTMENT

- Creates more opportunities for incremental parts sales and continued connection to customers.
- Connects dealership to more customers more often



- Better machine tracking and greater awareness of operating conditions.
- Provides an ability to find and schedule machinery for maintenance



- Better understanding of machine utilization and application.
- Enhanced exposure on Machine performance and increased touch points with customer

## SiteWatch Specialist

- Provides an opportunity to increase various team integration for new and current customers.
- Increases industry and machine knowledge throughout organization.
- Provides for enhanced support offering from the dealership to your customers

# Training planned for

## Introduction to Telematics



## Telematics Service Portal



Thank  
You!

