



# SiteWatch for Sales Team

Customer Interface



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# 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



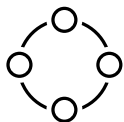
For 82% of interviewed People, Telematics Solutions represent a beneficial tool to improve Machine Efficiency, ROI, reduce Fuel Consumption...

\*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

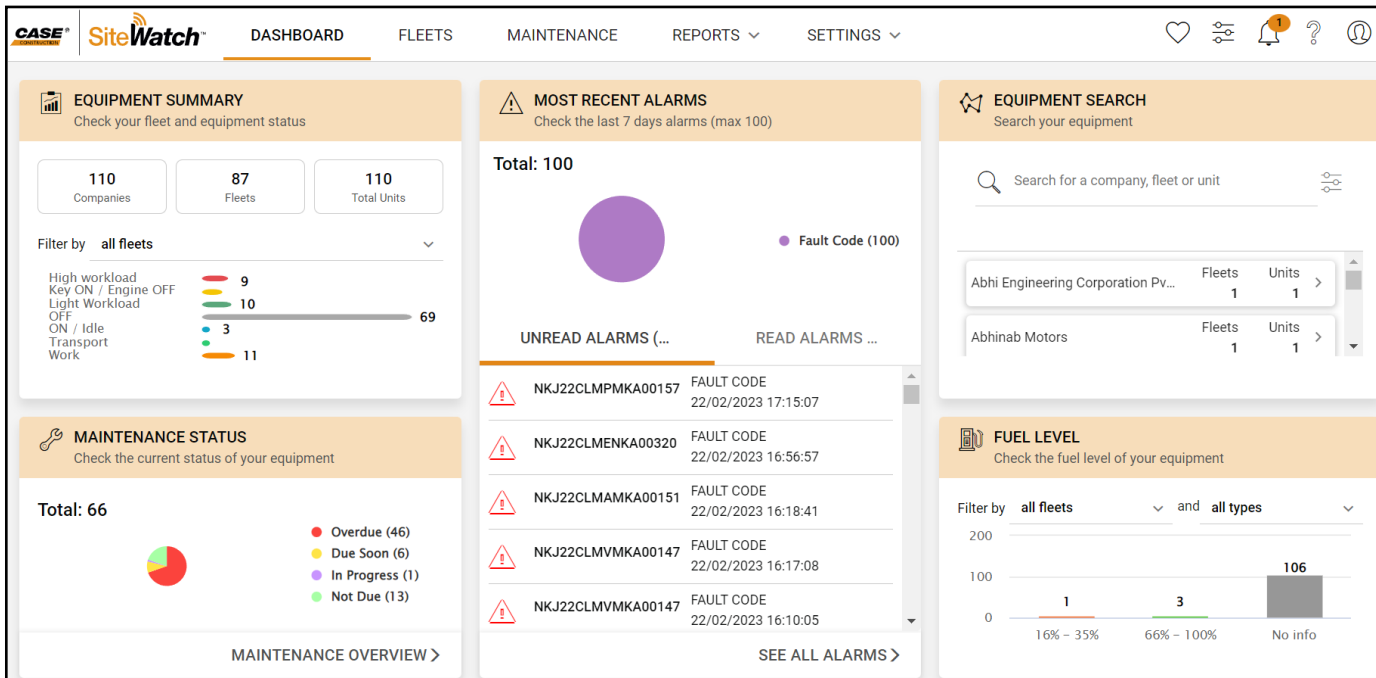
Machine safety



# Dashboard



# Dashboard



After login the DASHBOARD appears.

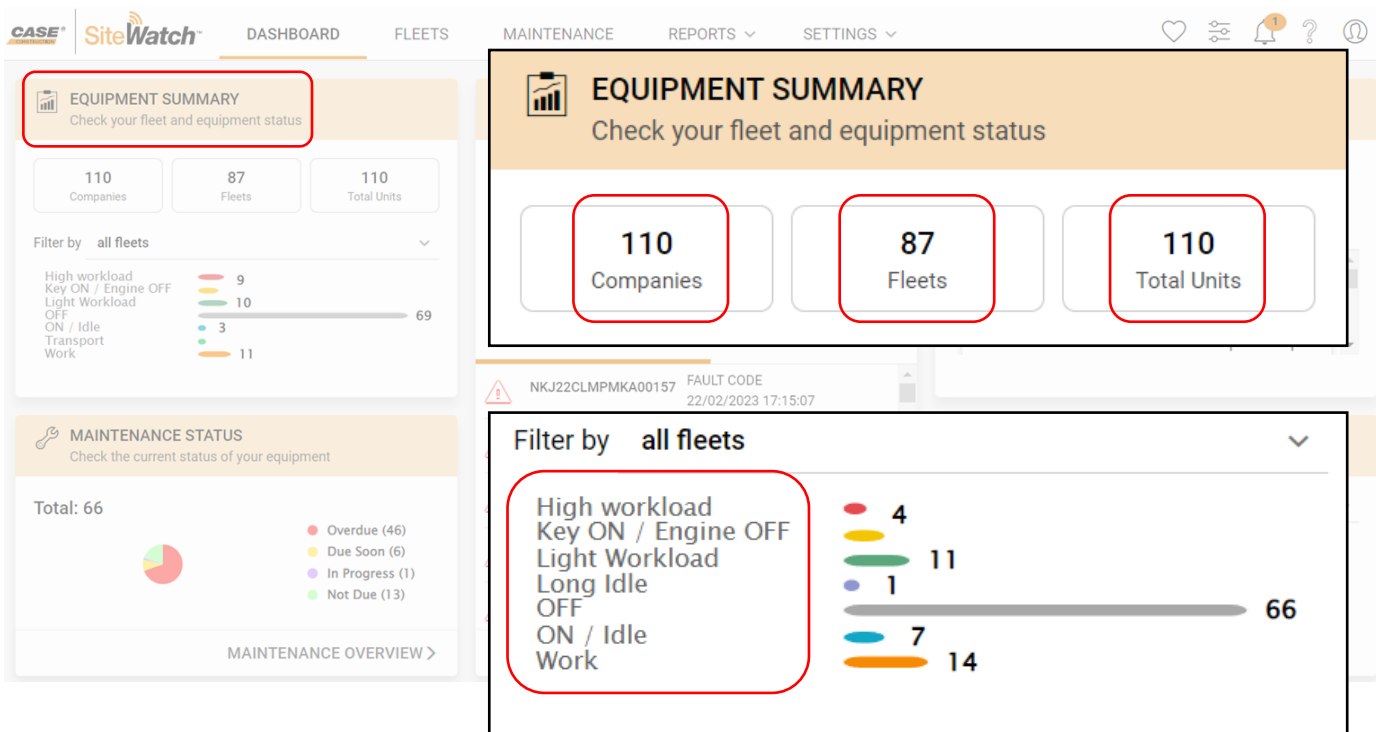
It shows 5 summaries:

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



# Dashboard

## Equipment Summary



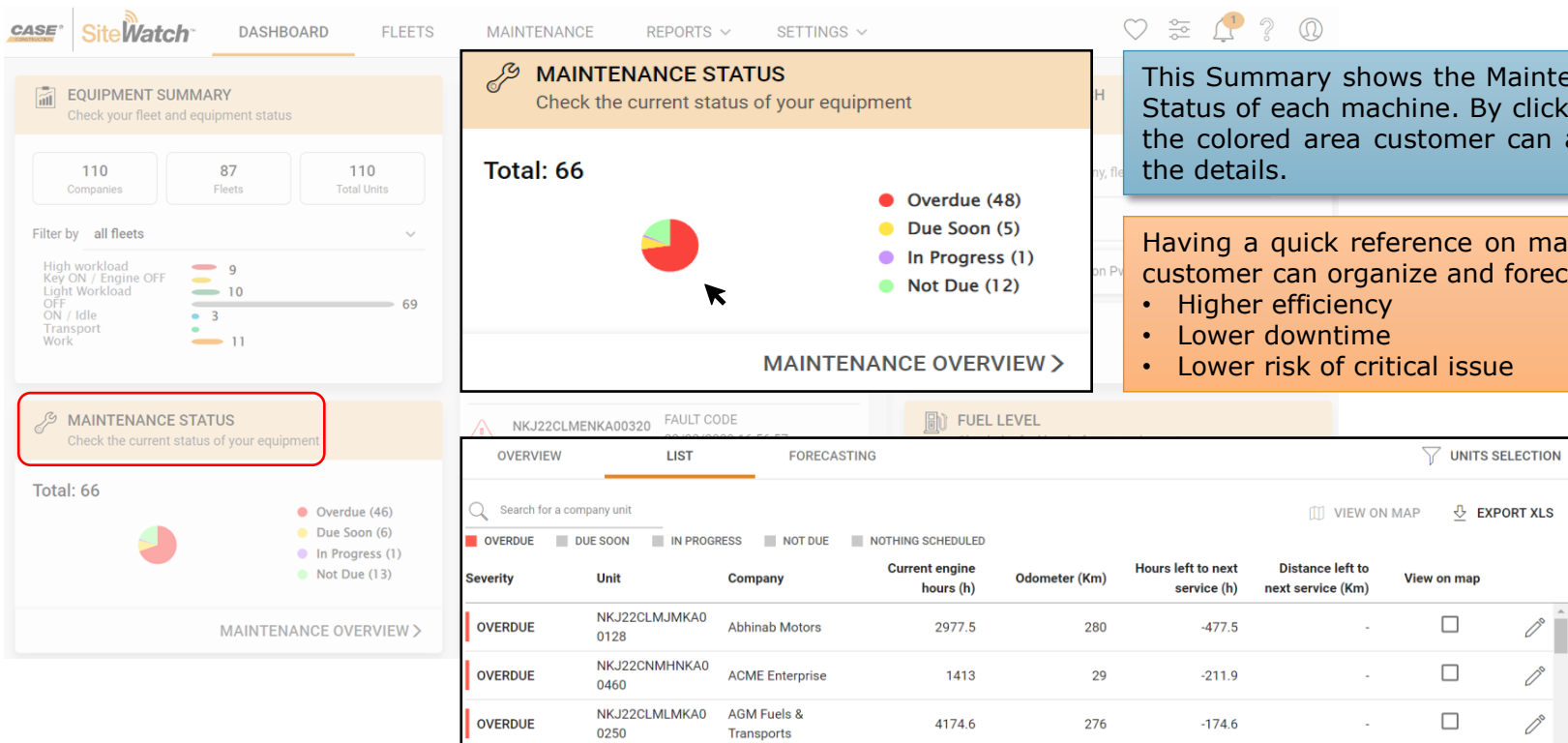
This Summary shows the full number of machine in the fleet and the working status of each machine: high/low workload, off, On/idle...

Thanks to the working condition analysis, customers would:

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

# Dashboard

## Maintenance Status



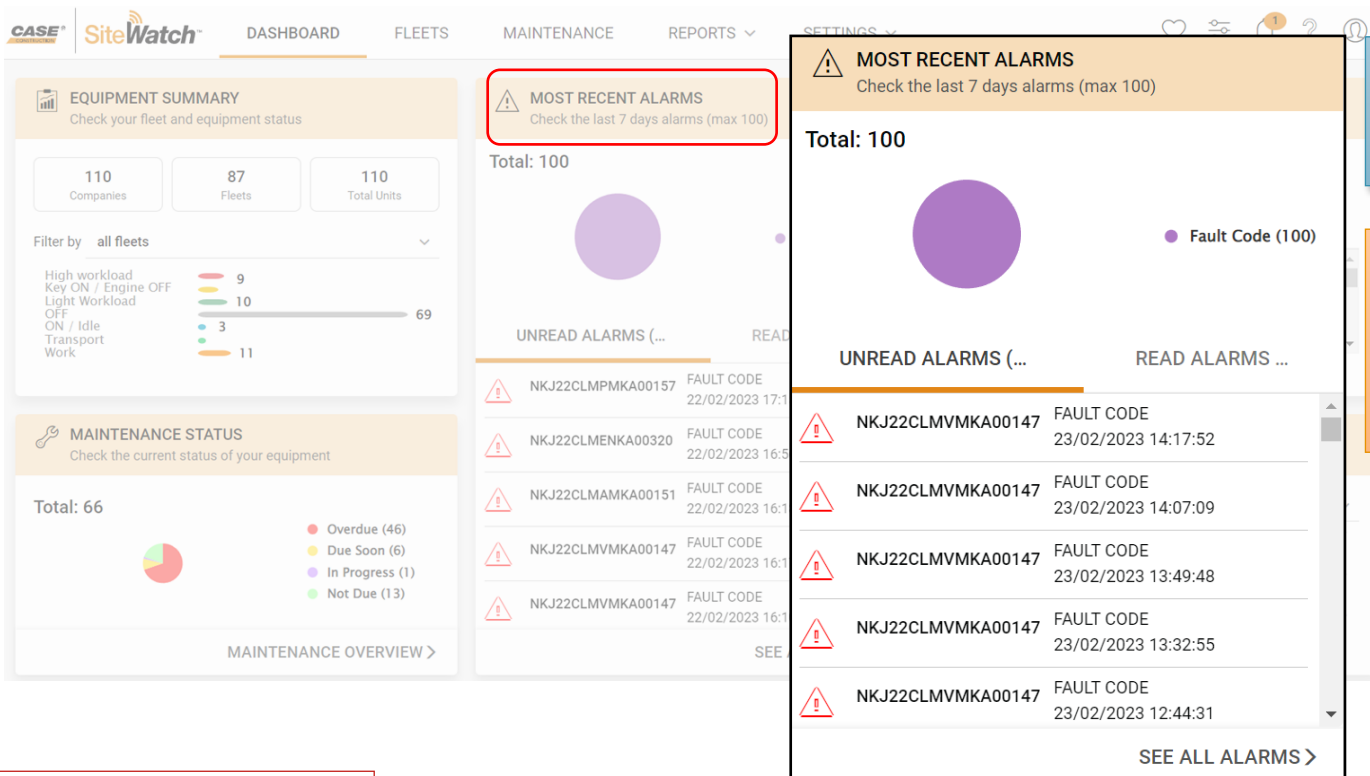
This Summary shows the Maintenance Status of each machine. By clicking on the colored area customer can access the details.

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.
- EQUIPMENT SEARCH:** Search your equipment. A red box highlights the search bar and the 'EQUIPMENT SEARCH' button.
- MAINTENANCE STATUS:** Check the current status of your equipment. Total: 66. A pie chart shows the distribution of maintenance status.
- FUEL LEVEL:** Check the fuel level of your equipment. Filter by 'all fleets'. Shows a fuel level of 16% - 35%.

Two callout boxes provide additional information:

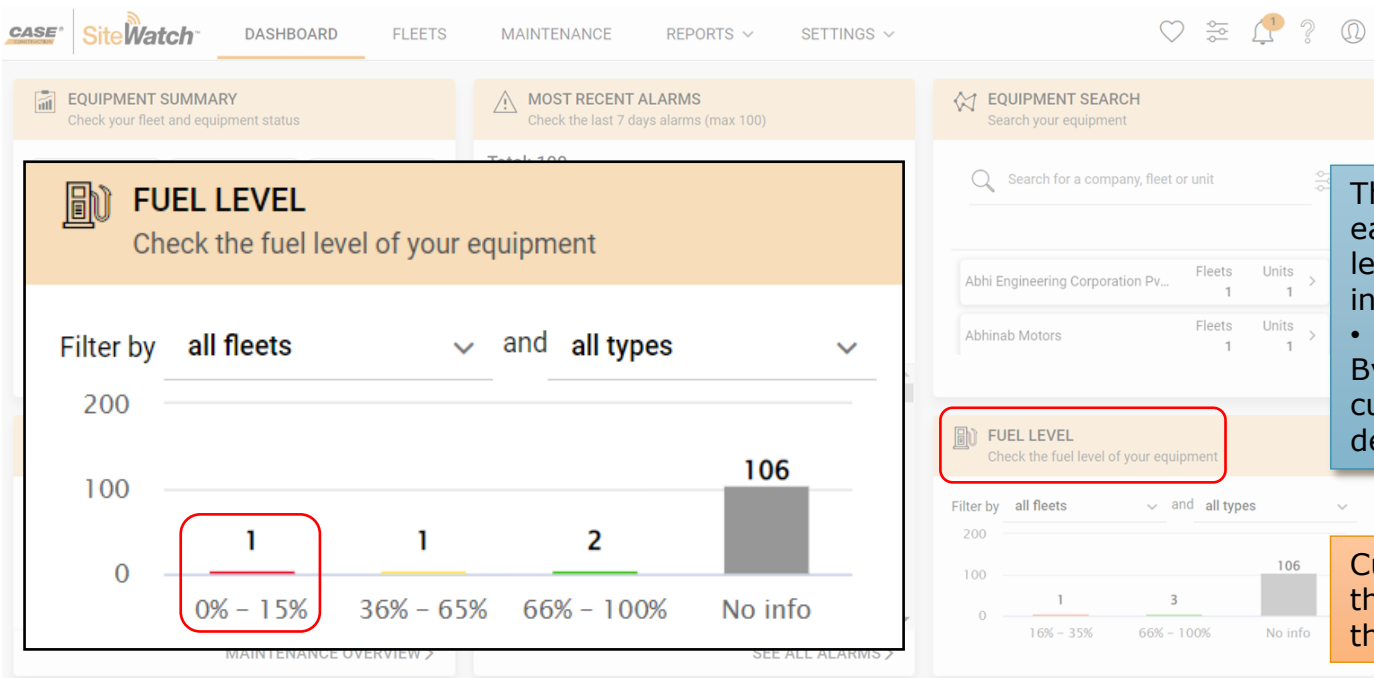
- From this portions of the Dashboard, the Customer can quickly access to the Machine location just clicking on  icon**
- The precise Geo location allows the customer to quickly reach the machine to be repaired**

A detailed view of the 'EQUIPMENT SEARCH' section shows a search bar and a list of equipment. The 'Center' button is highlighted with a red box. Below the search results, a map shows the location of the machine, with a yellow label '208A' and a target icon.



# 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

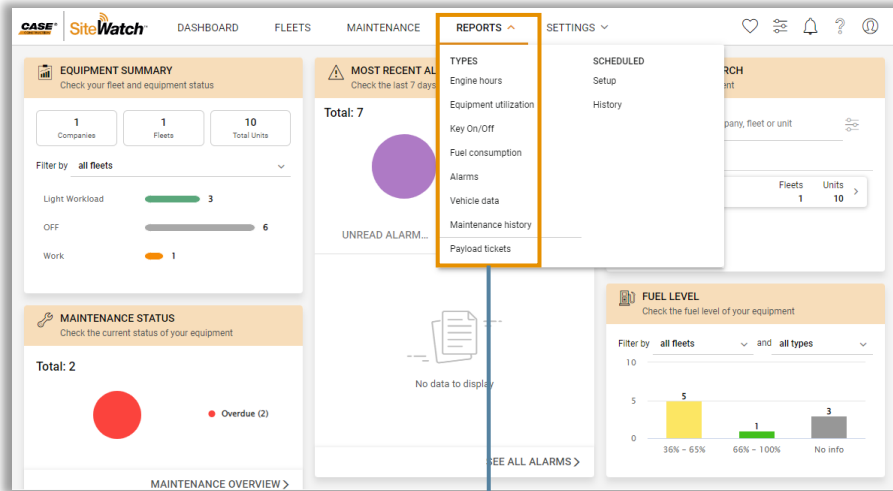
Customer can organize on-time the refilling operations to reduce the downtime!

# Reports

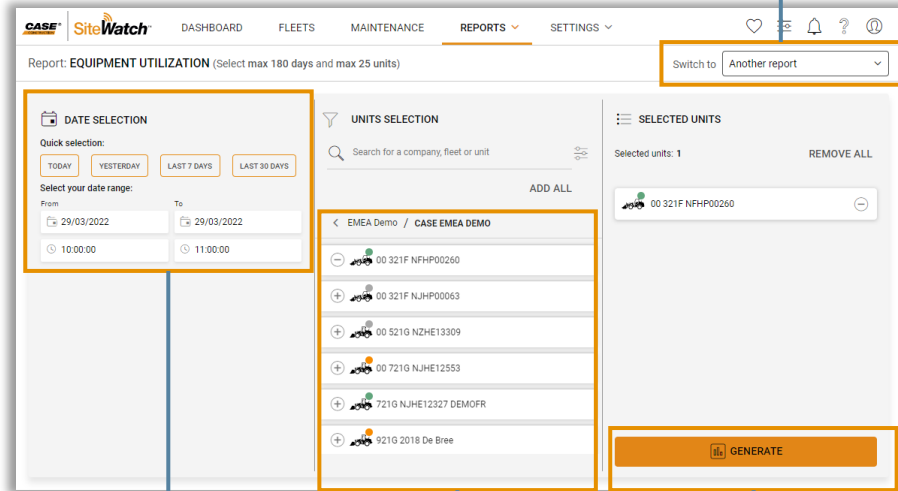


# Reports

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

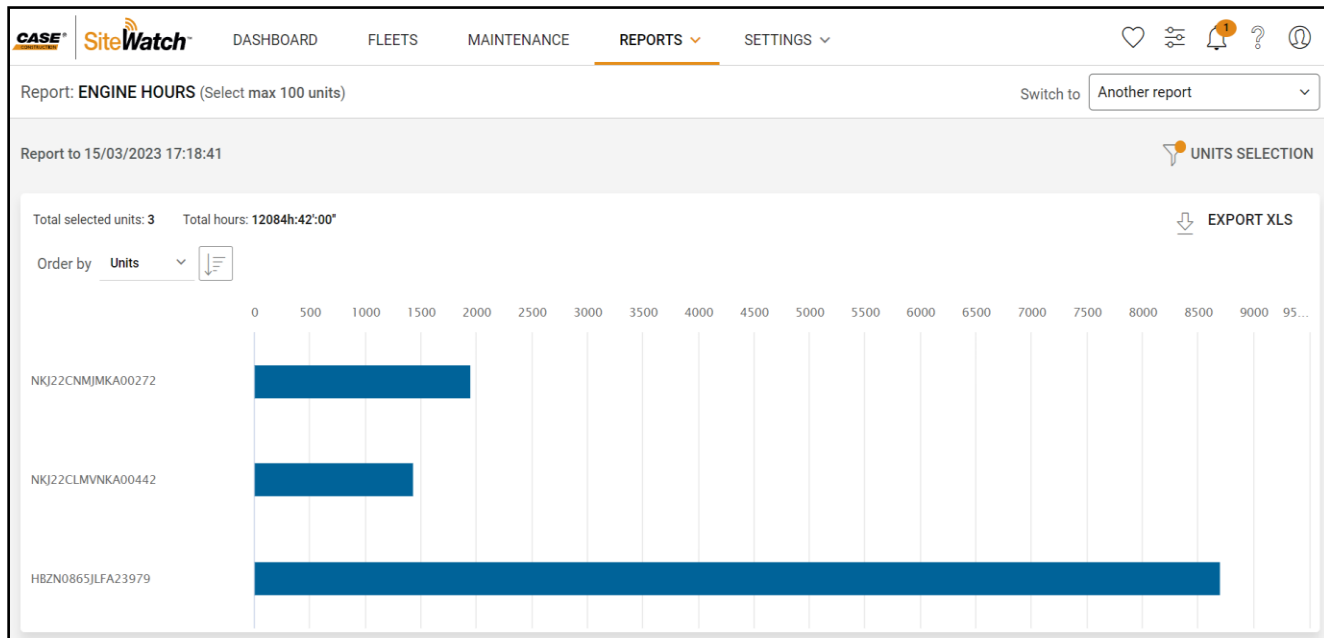
# Reports

## 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.





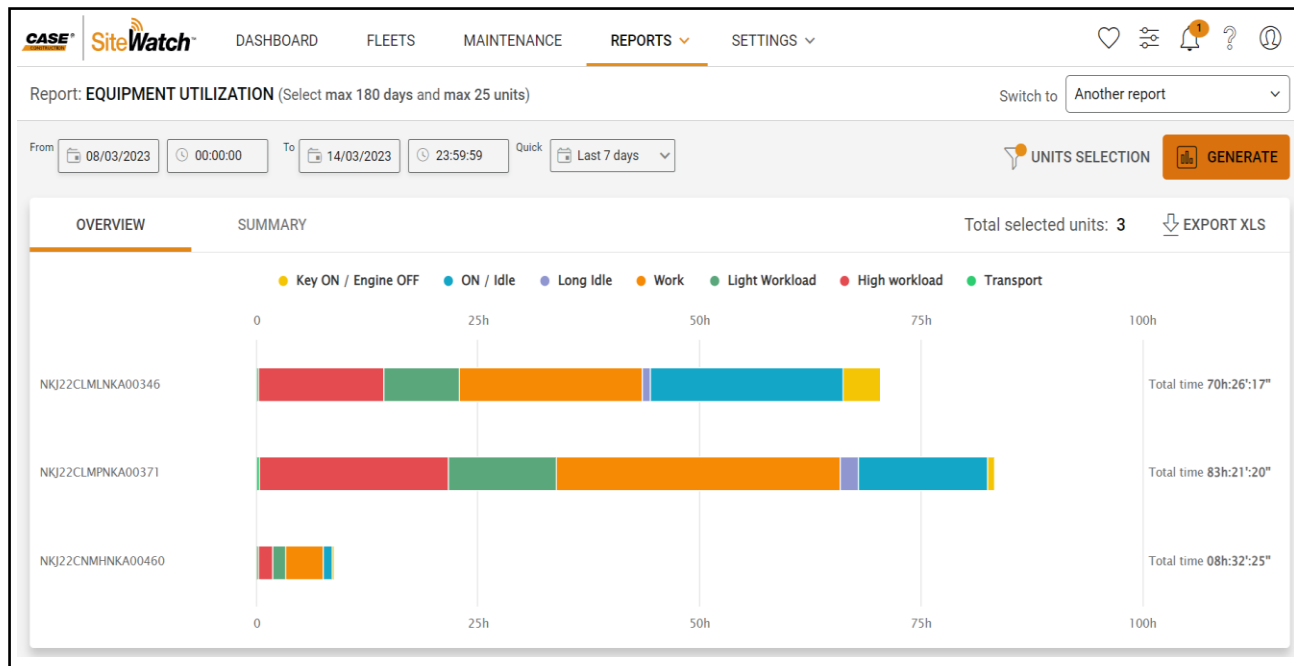
# Reports

## 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



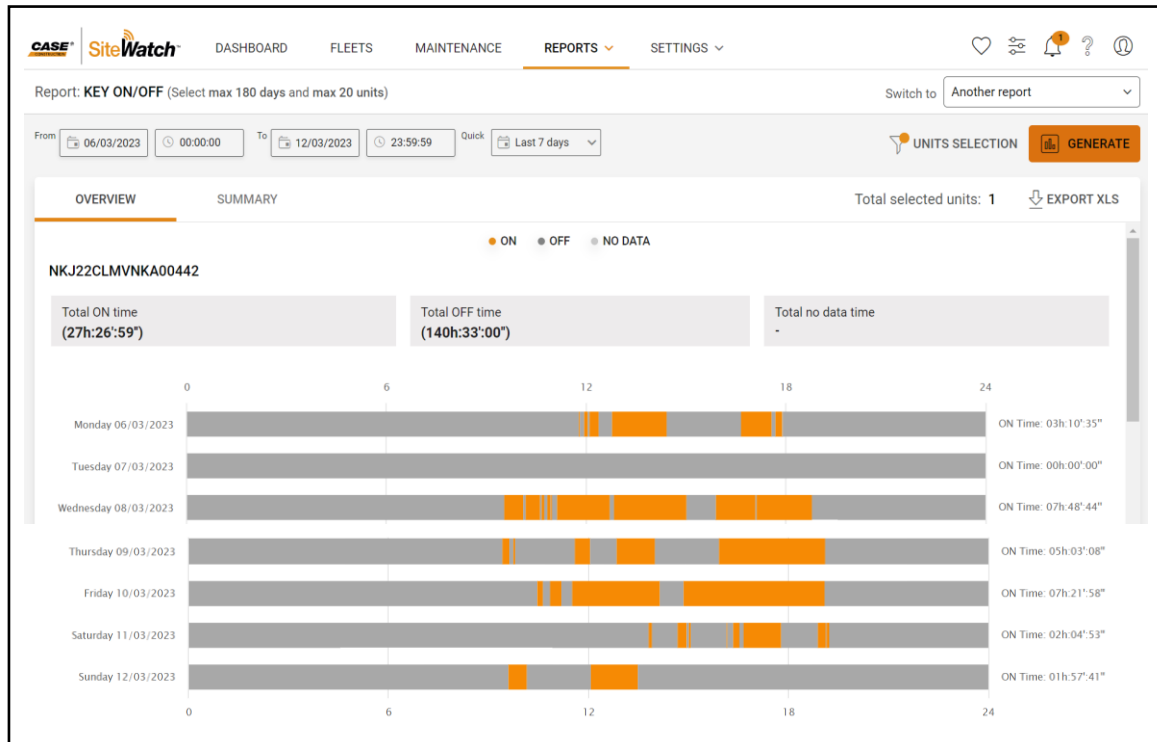
# Reports

## 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

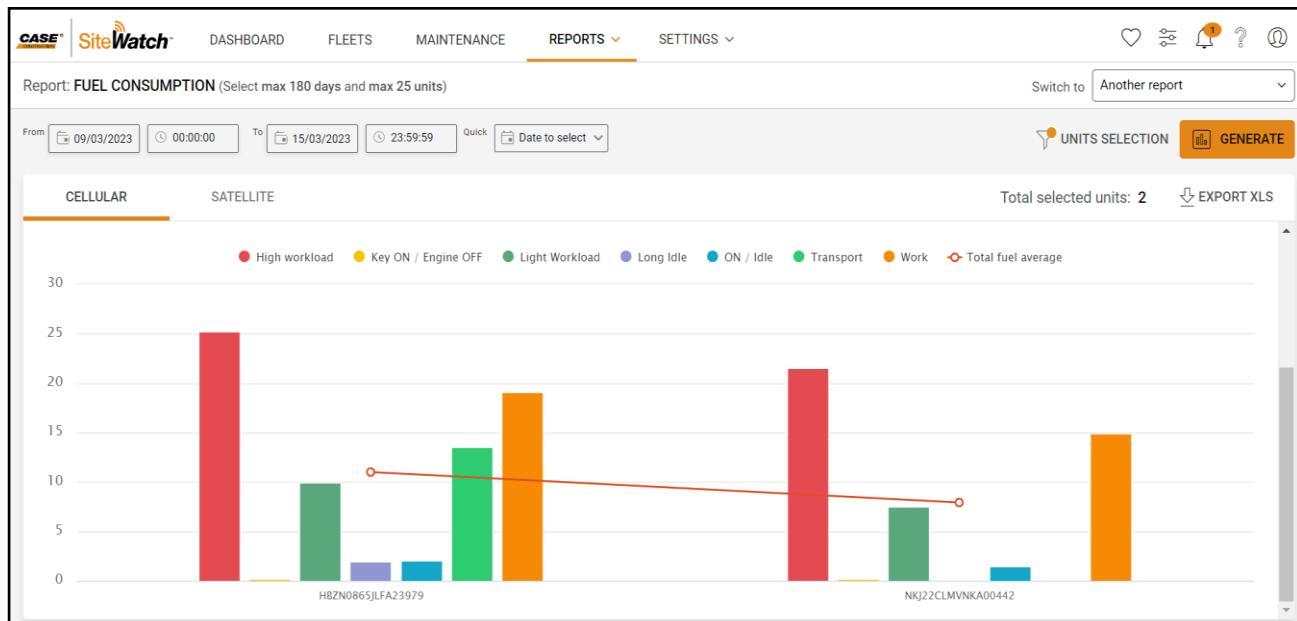
## Fuel Consumption

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

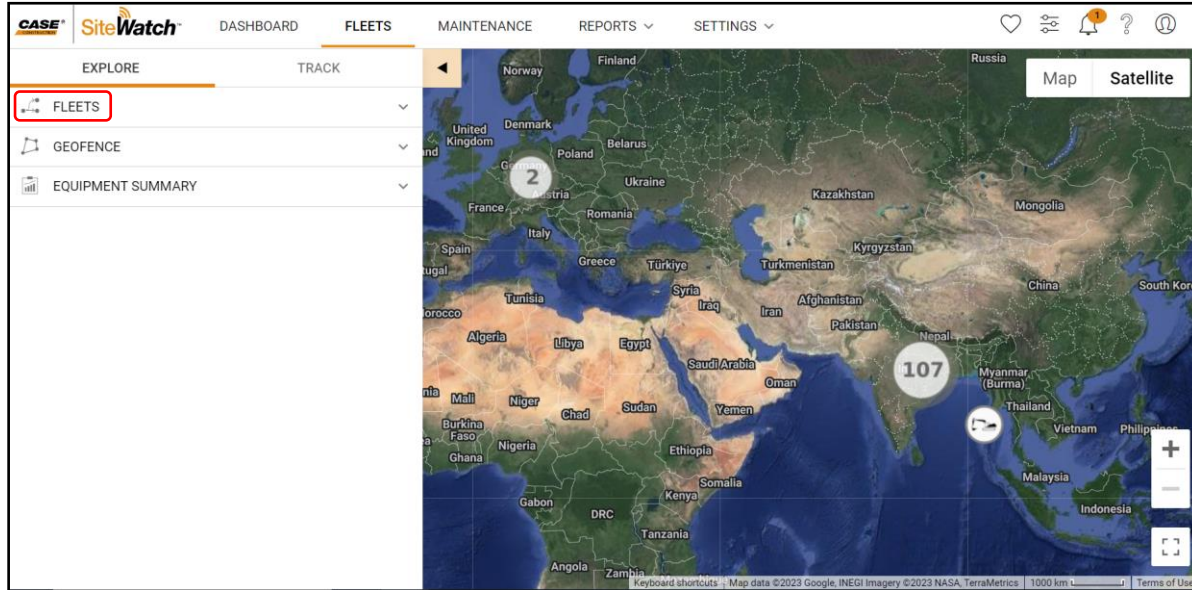


# Fleets

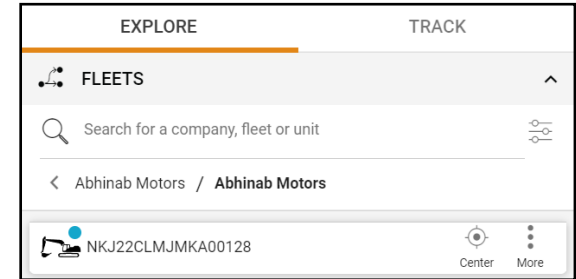


# Fleets

Explore




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




# Fleets

## Explore-Fleets

 INFORMATION ^

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


 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



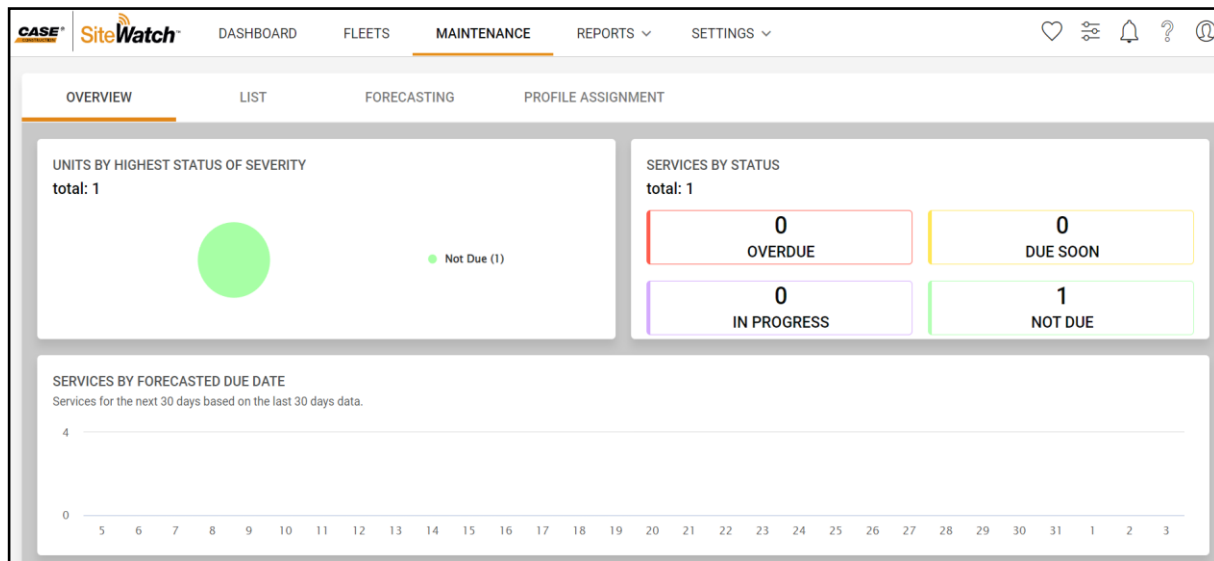
# Maintenance

## 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

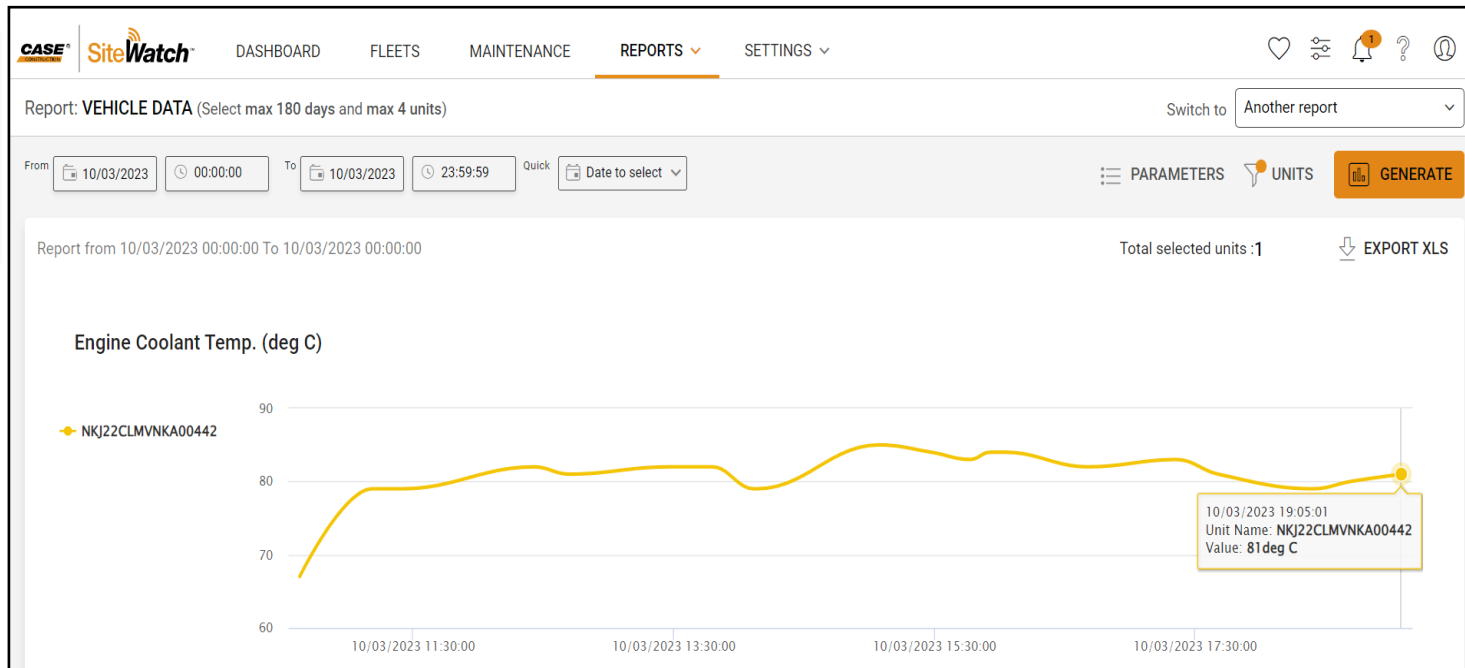
# Reports

## 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.

The screenshot shows the SiteWatch web application interface. At the top, there's a navigation bar with 'CASE' and 'SiteWatch' logos, and tabs for DASHBOARD, FLEETS, MAINTENANCE, REPORTS (selected), and SETTINGS. On the right of the navigation bar are icons for heart, list, bell, question mark, and user profile. Below the navigation bar, the report title is 'Report: MAINTENANCE HISTORY'. To the right of the title is a 'Switch to' dropdown menu currently set to 'Another report'. Below the title, there's a date and time range selector. The 'From' date is '26/02/2023' at '00:00:00', and the 'To' date is '04/03/2023' at '23:59:59'. There's a 'Quick' button and a 'Date to select' dropdown. To the right of the date range is a 'UNITS SELECTION' icon and a 'GENERATE' button. Below the date range, it says 'Report from 26/02/2023 00:00:00 To 04/03/2023 23:59:59'. To the right of this is an 'EXPORT XLS' button. The main content is a table with the following columns: Unit name, Company, Action, Interval, Engine hours / Mileage at action, Date, Mechanic name, Cost, and Notes. The table contains five rows of data for unit NKJ22CLMVMKA 00259, all performed by ANISUR RAHMAN on 01/03/2023. The actions are 'close', 'start', 'undo start', 'undo start', and 'start'. The intervals are '10 h', '10 h', '1000 h', '10 h', and '10 h'. The engine hours/mileage are '1283.92 h', '1283.92 h', 'h', 'h', and '1283.87 h' respectively. Each row has a dropdown arrow in the Notes column.

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			