

HITACHI

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Hitachi Construction Machinery



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**CablePrice**

ZX-3 and ZW Series Fleet Management System  
**e-Service Owner's Site** 



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**e-Service Owner's Site**



## Remote fleet management with e-Service Owner's Site

The new generation of Hitachi Zaxis-3 excavators and ZW wheel loaders has provided the construction industry with better performance, reduced running costs and ultimate comfort and safety. The enhanced product line-up means that CablePrice and Hitachi can provide a suitable machine for almost every job site and application.

In addition to continually reviewing the product range and developing new models, the support Hitachi offers to their dealer network and customers is equally important. Hitachi has recently launched new systems to enhance its after-sales service and provide customers with more information and more control of their fleets and machine performance. The new service is called Hitachi's e-Service Owner's Site, and acts as a remote fleet management and preventative maintenance tool.

### e-Service Owner's Site

The research and development team at Hitachi Construction Machinery pioneered the e-Service Owner's Site as an online fleet management tool for Hitachi customers. It has been

designed in conjunction with the new range of IT-advanced machines. Zaxis-3 excavators and ZW wheel loaders with the system installed regularly send operational machine data to a satellite. The satellite records and sends all this data to Hitachi's server. If an alarm appears on the colour LCD monitor in the machine's cabin, this data is sent to the satellite at the earliest possible opportunity. The satellite then redirects the alarm via a ground station to a Hitachi server in Japan. Data is collected and directed to customers around the world. This information can then be accessed online by the relevant dealer and customer at a dedicated section on the Hitachi Global e-Service website which can be accessed by a secure log-on. They can then decide on what action, if any, needs to be taken. This ultimately helps to increase productivity and reduce downtime, as fault diagnosis can be assessed remotely. Now all new Zaxis-3 excavators supplied by Hitachi have a satellite communication unit installed as standard. New ZW wheel loaders have the option of including a satellite unit at purchase. This means that every customer can enjoy the benefits of the e-Service Owner's Site. Please discuss with your local CablePrice equipment representative how to arrange a connection.

### Multiple machine search facility (GIS)

Another useful function of the e-Service Owner's Site is the Geographical Information System (GIS) which is based on GPS input data. The GIS allows customers to search for the exact location of single machines and also perform multiple machine searches. Machine hour meter readings can also be selected. This means that machines due for maintenance can be traced easily and it provides the opportunity for accurate planning. The machines are highlighted on a 3Dmap and the technical data for each model can also be viewed if required.

The collection of machine activity and performance provides a detailed timeline of the machines life, allowing the owner to analyse how the machine is performing or being operated, monitor the machines maintenance history and schedule preventative maintenance, which can assist in improved productivity and machine longevity. The availability of such a detailed maintenance and performance history can also make for a very effective tool when selling your machinery.

The system will identify for the owner how the machine is being operated, whether it is idling or travelling excessively, how much diesel remains in the tank, fuel consumption figures to analyse the machines efficiency and forecast accurate future costs, as well as daily and cumulative operating hours to help owners analyse the productivity of their operators as well as their machinery.

Additionally, the system also acts as an integral communication device between an isolated operator and service personnel. If the machine registers a failure, the operator can make a diagnosis from alert information, finding the cause of the failure. If necessary the operator can also alert service personnel of the failure via the LED monitor, enabling service personnel to respond to the failure with accurate diagnostic information in real time. This can result in service personnel identifying the cause of the failure before even leaving the workshop, and significantly reducing operational downtime.

With a fully integrated GPS tracking system, the e-service owner's site can immediately locate with pin-point accuracy the location of your machinery. The position of the machine is displayed on a street map, with the ability to view the machinery's movement history. The accurate identification of your machinery will not only allow service personnel to locate your machinery quickly, it will act as a deterrent for thieves.

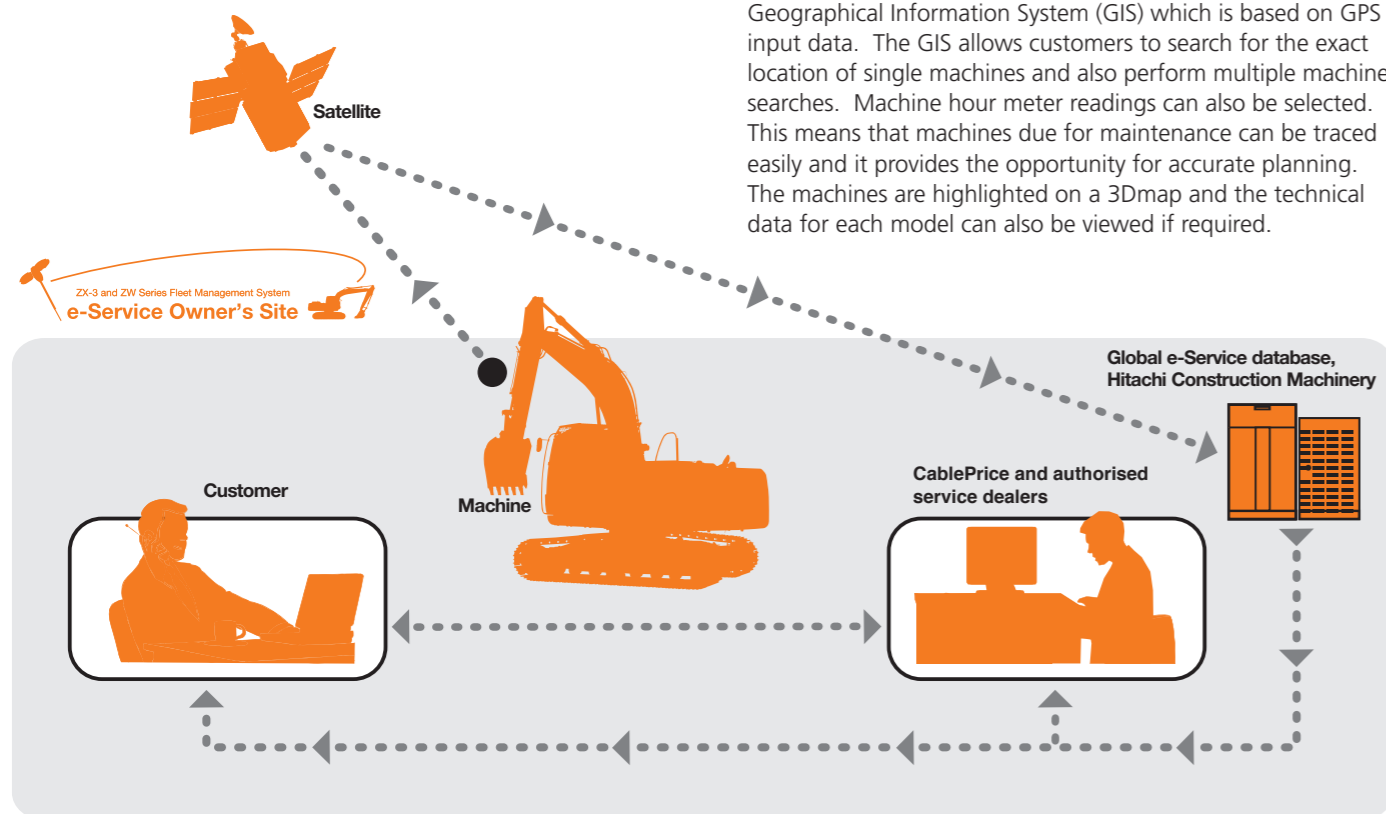
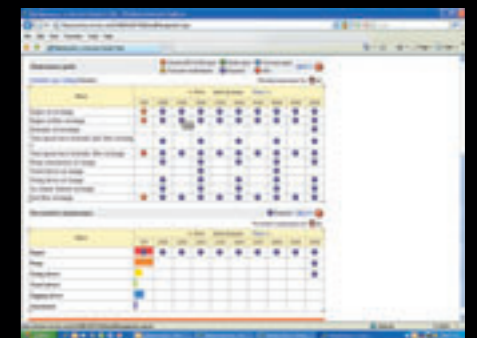
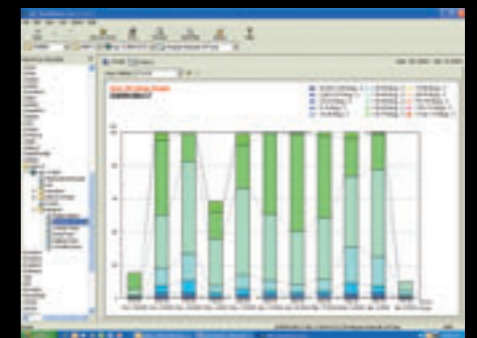
### Operation and maintenance

The Site provides remote access to all relevant machine information, including:

- Hours of use
- Machine operation data, e.g. pressures and temperatures
- Fuel levels
- Maintenance history
- Recommended service and inspection intervals
- Model code and serial number identification.

### Interested in finding out more?

To learn more about how the Hitachi e-Service Owner's Site can increase the efficiency of your business operation, please contact your local CablePrice branch.



All machine information can be accessed online by CablePrice and the customer on the Hitachi Global e-Service website