

# HITACHI

## Globale-Service

# Owner's Site

## Remote Machine Management System



# Global e-Service Owner's Site

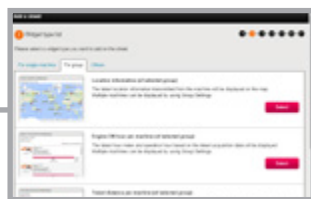
## HELPING YOU MAKE YOUR OPERATION MORE EFFICIENT AND PROFITABLE, THAT'S WHAT IT IS ALL ABOUT.

"Global e-Service Owner's Site" is a web application developed by Hitachi Construction Machinery Co., Ltd. exclusively for Hitachi customers. You can remotely monitor and manage your machines in "Owner's Site". It facilitates the reduction of your running costs and increase productivity. It contributes to creating an efficient and assured business environment.

### OWNER'S SITE



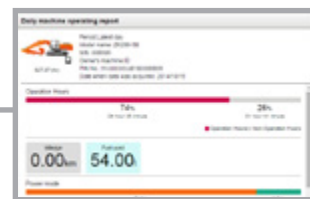
CUSTOMISABLE HOME PAGE



MACHINE GROUPING BY JOB SITE



CENTRALISED MANAGEMENT OF MAINTENANCE SCHEDULING



REASSURING SUPPORT SYSTEM

By "visualising" the management of machines, your operational efficiency goes up.

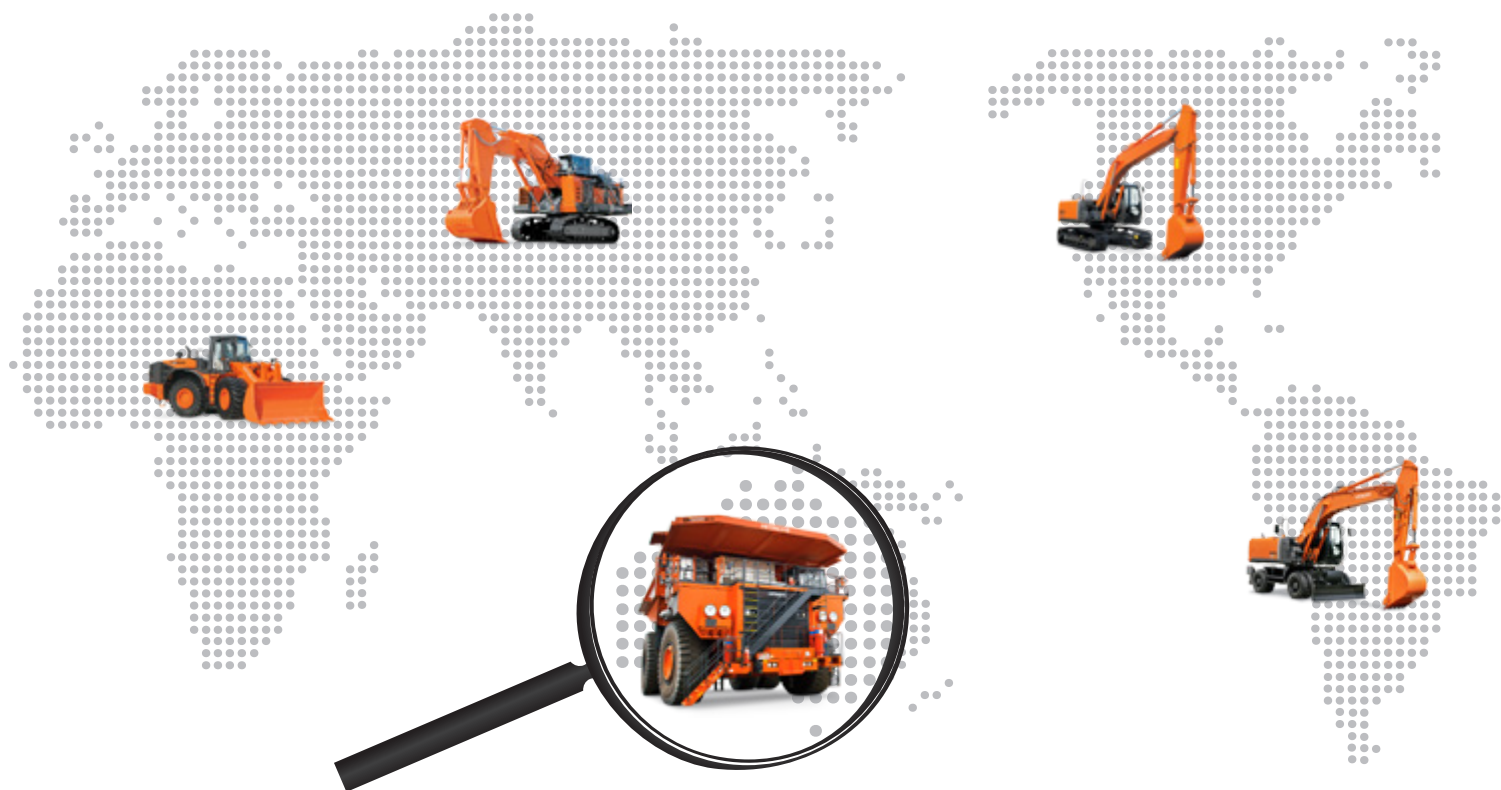


With the use of "Global e-Service Owner's Site," you can efficiently manage your machines from your office. In addition, you can customise your home page to suite by the use of a widget function, displaying information you need at any given time.

### Main types of information provided in "Global e-Service Owner's Site."

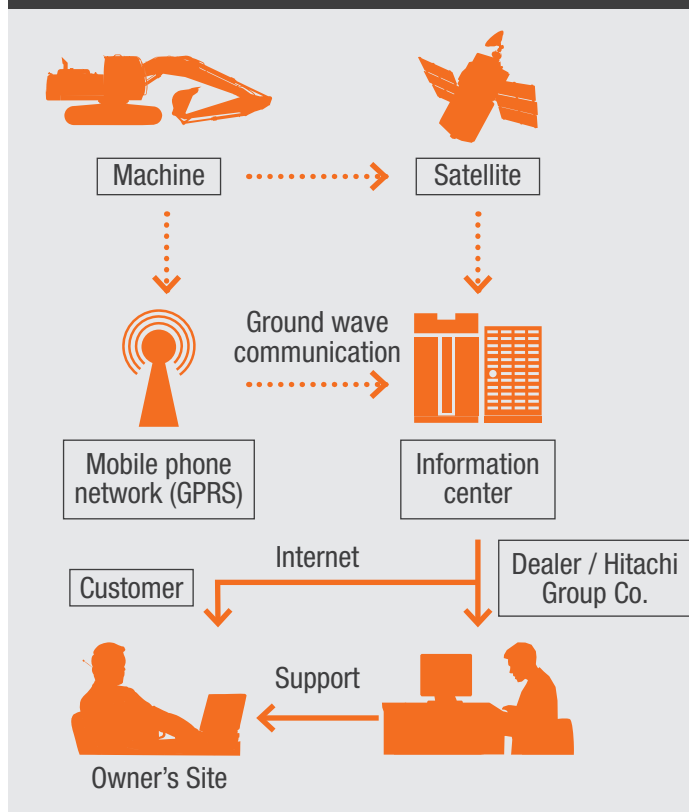
- Machine management information
- Machine operating data [Hour meter readings (operating hours) and other data]
- Fuel consumption and remaining amount
- CO<sub>2</sub> emission amount
- Recommended inspection timings
- Maintenance history
- Machine's geographical location and its history

\* Available information and data may vary depending on machine models and the presence or absence of a communication terminal device.



# Globale-Service

## Mechanism of "Global e-Service"



Operating data of a machine is sent from its terminal device to the Hitachi information center through a mobile phone network or a satellite communication network.

The data is processed and stored in "Global e-Service". The data is available in easy-to see formats through "Owner's Site" at any desired time.





# CUSTOMISABLE HOME PAGE

A widget function is provided.

**A customised home page so you can have direct access to information you need!**

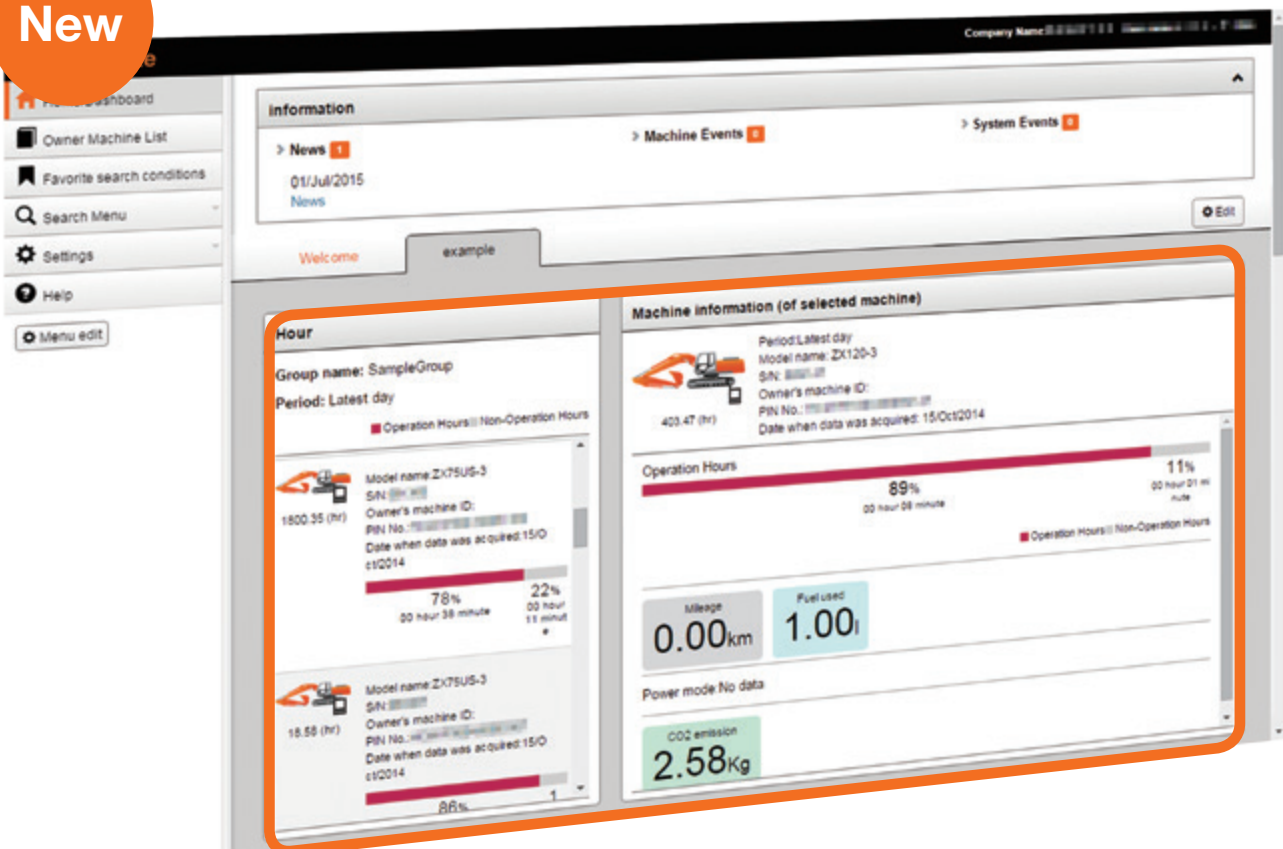
The number and size of widgets can be changed to best suit your application. So, you can access information you need, quickly and at any time.

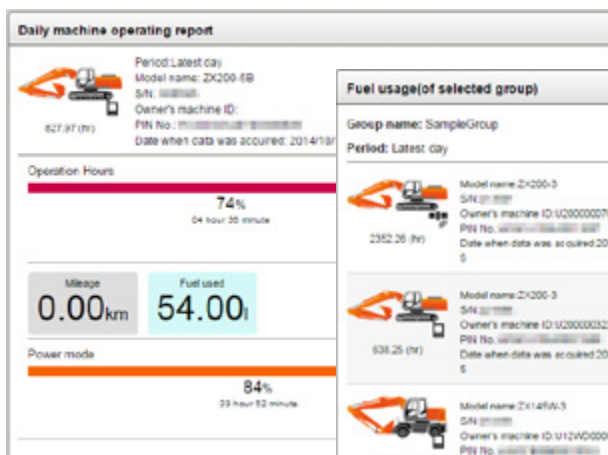
## What is a widget?

A widget is a small application that graphically displays information in an easy-to-see format mainly on a home page. It is widely used to display a calendar or a clock on smart phones.

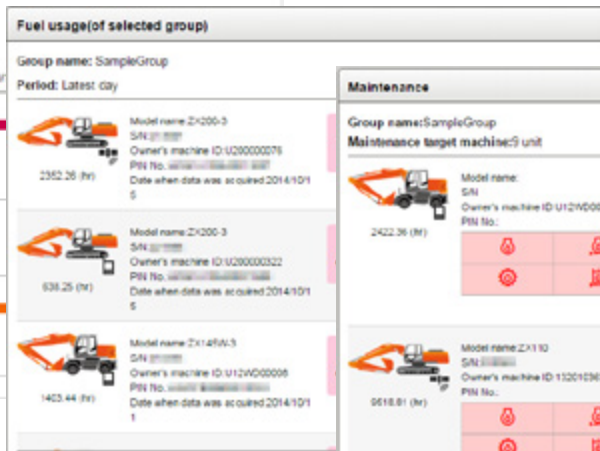
In "Owner's Site", widgets are provided to graphically display machine location, operating hours, fuel consumption, etc.

**New**

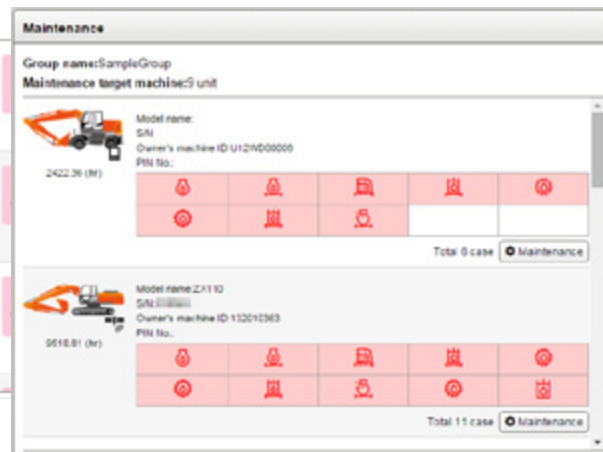




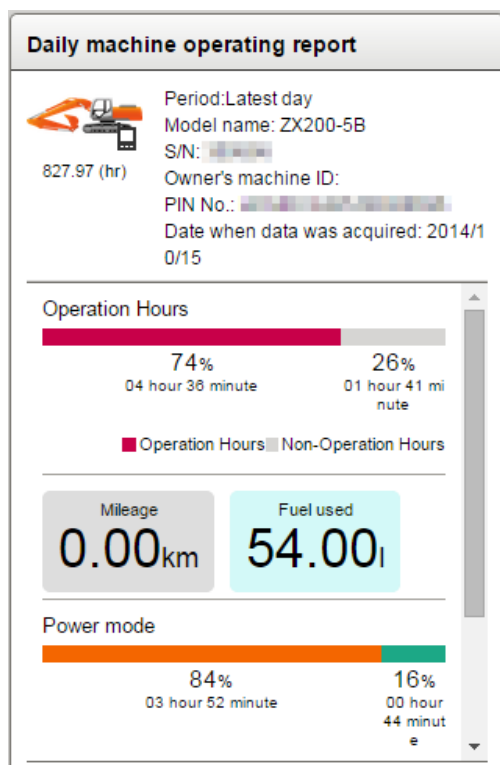
Daily machine operating report



Fuel consumption



Maintenance



**Machine conditions can be checked at a glance!**

**Easy to see and understand!**

Various types of information is gathered from the machine operating data, which is sent from the machines and displayed in widgets. The latest information sent each day and month-to-date cumulative data can be checked.

◀..... **Icons are easily identified!**



Operating Hours



Power mode usage ratio



Fuel consumption



CO2 emission amount





# MACHINE GROUPING BY JOB SITE

A group setting function is provided.

By grouping machines via job sites, you can gain a better understanding of the operating conditions across the job areas.

You can select any machine and set a group by using the new group setting function.

It's easier to get data from multiple machines which greatly enhances the efficiency of machine management on a job site or division basis.

It is convenient in cases such as.



- To confirm maintenance schedule of the machines at the job site A.

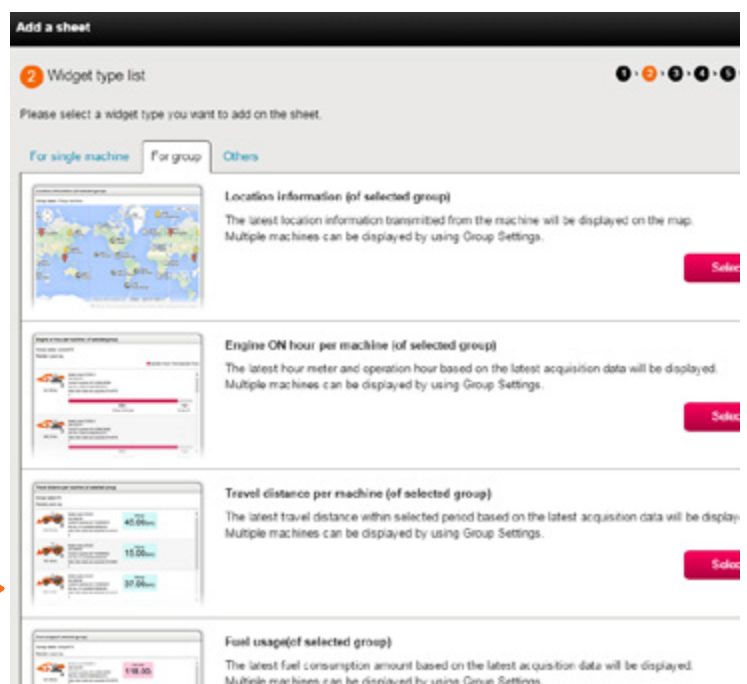
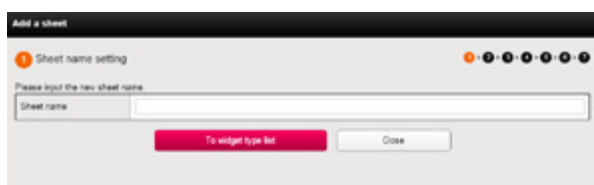
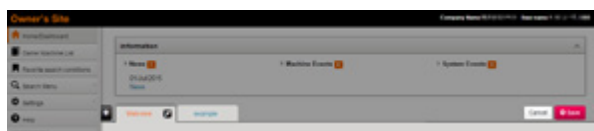
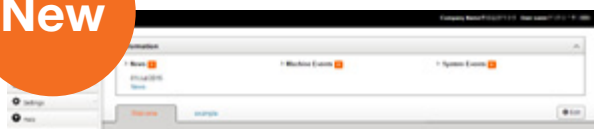


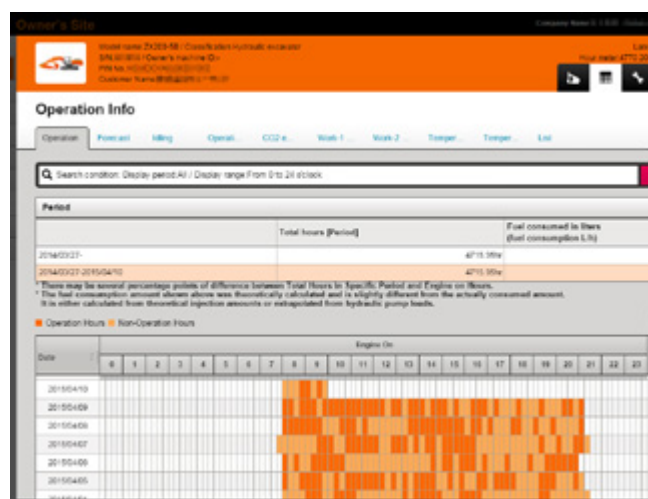
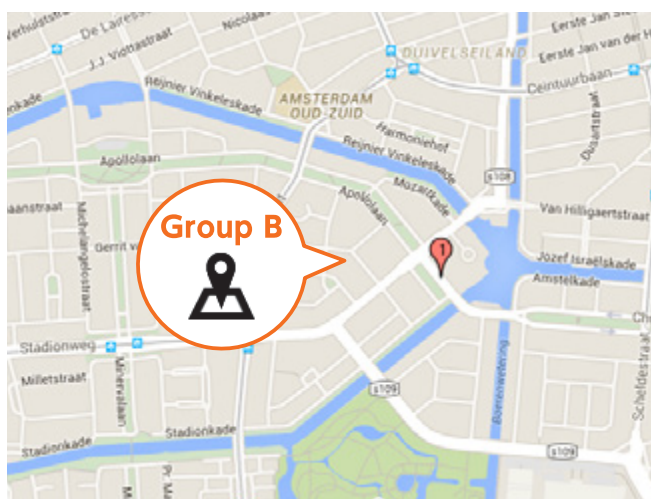
- To make a list of the machines which belong to the division B.



- To set "Mail Service" for the machines at the job site C.

New





**With its capability to remotely monitor machines, the efficiency of machine management is further enhanced.**

It is necessary to know the geographical location of each machine to efficiently monitor it and schedule its deployment. In "Owner's Site", the location of each machine is displayed on a map based on the GPS information sent from the machine.

- By selecting a machine on the screen, you can get its location information displayed.
- By using the group setting function the locations of a group of machines can be plotted on the map.
- It's also possible to get weather information of the area. (Optional)

**You can improve availabilities of machines by analysing their operating tendencies.**

By selecting a machine, you can get detailed information such as model name, delivery date, daily operating hours, daily fuel consumption, etc.

- Daily operating report information can be downloaded and used for availability analysis and improvement.

\* Daily operating and fuel consumption data may not be displayed for certain models.





# CENTRALISED MANAGEMENT OF MAINTENANCE SCHEDULING

The best maintenance management is realised by use of “Owner’s Site”.

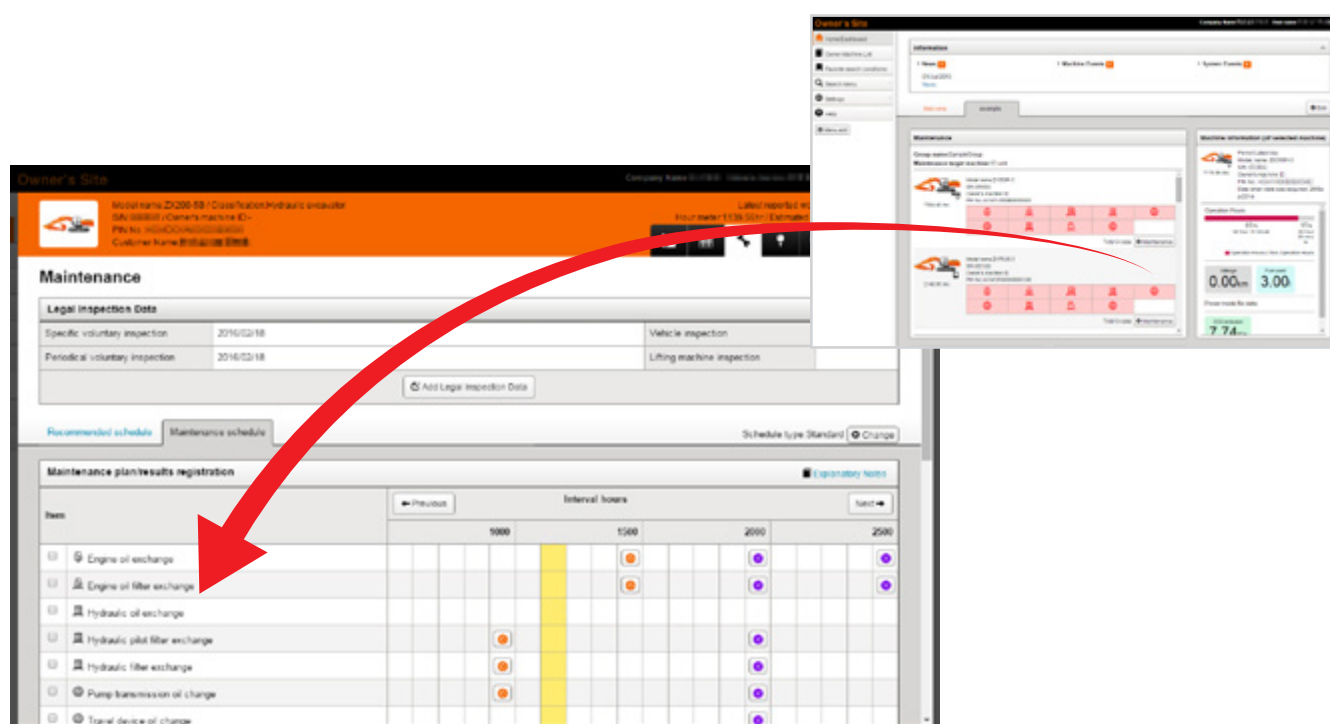
## Support for the formation of a maintenance plan!

The maintenance status details of each machine can be seen in the “Owner’s Site”. Since the maintenance history and recommended maintenance timings in the future are provided, a continuous maintenance plan can be easily made.

- When the maintenance is done, you can upload its information through the monitor of a machine or directly in “Owner’s Site”.

- Timings of oil and filter changes in the future are also provided.

- By knowing recommended maintenance timings of main components and parts based on actual operating hours of each machine, an optimum maintenance plan can be made.









## REASSURING SUPPORT SYSTEM

We are here to provide you with a reassuring support system.

**We support your machines promptly in no uncertain manner through our excellent service network.**

Throughout the Hitachi sales and service network, “ConSite” is being used as the base of our service support system and we are committed to providing a satisfying service to you. We are ready to respond to diversifying needs.



**You want to get to know more about the conditions of your machines but have no time to analyse data?**

That's where the data report service of “ConSite” comes in handy.

Once a contract is signed, monthly reports will be automatically sent to you.



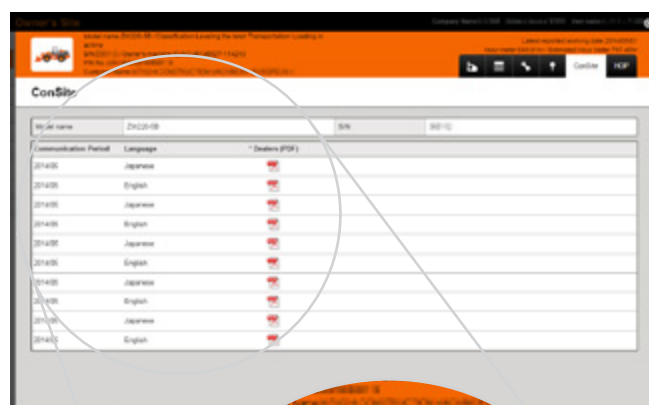
### Monthly Reports

Operating information reports of each machine are sent by e-mail on a monthly basis. Operating hours and fuel consumption amount are displayed graphically in the form of a calendar for easy understanding.





When an emergency alarm is issued by one of the sensors on a machine, the details of the alarm is immediately reported to you by e-mail.



list name	Zn220-08	
Communication Period	Language	* Dealers (PDF)
2014/05	Japanese	<a href="#">42P</a>
2014/06	English	<a href="#">42P</a>
2014/06	Japanese	<a href="#">42P</a>
2014/06	English	<a href="#">42P</a>
2014/06	Japanese	<a href="#">42P</a>
2014/06	English	<a href="#">42P</a>
2014/06	Japanese	<a href="#">42P</a>
06	English	<a href="#">42P</a>
	Japanese	<a href="#">42P</a>
	English	<a href="#">42P</a>

If the monthly report contract is in place, reports delivered by e-mail in the past can be also seen in the site. You can see the history through a linkage in "Owner's Site".



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