

INDUSTRIAL CRANES
NUCLEAR CRANES
PORT CRANES
HEAVY-DUTY LIFT TRUCKS
SERVICE
MACHINE TOOL SERVICE

REMOTE SERVICES

KONECRANES®
Lifting Businesses™

TRUCONNECT® Remote Services

REMOTE DIAGNOSTICS AND TECHNICAL SUPPORT FOR MACHINE TOOLS



DO YOU GET SUPPORT WHEN YOU REALLY NEED IT?

When your responsible night shift operator monitoring your machine tools suddenly notices that everything is not alright – the red light is flashing and production is halted at a machine tool – what does he do?

OUR TECHNICAL SUPPORT IS THERE TO HELP YOU AROUND THE CLOCK

TRUCONNECT® Remote Diagnostics and Technical Support is on duty to help you 24/7 with your machine tools. No matter when and where you are, you'll always have us to back you up.

Ensure your peace of mind today with TRUCONNECT® Remote Diagnostics and Technical Support.

A TEAM OF MACHINE TOOL EXPERTS AT YOUR SERVICE. ANYTIME. ANYWHERE.

Our TRUCONNECT® Remote Diagnostics and Technical Support ensures that our best technical expertise is available for you, regardless of where you are located.

- Allows Konecranes to connect to the control system and provide remote support and troubleshooting in case of a breakdown
- Helps to identify the need for corrective on-site maintenance actions and spare parts
- Network of our best machine tool experts at your service
- Real-time, responsive support 24/7 from one easy point of contact, available via phone or email in English

WHAT'S IN IT FOR YOU?

- > Less production downtime and decreased cost of downtime
- > Shorter response time in starting troubleshooting, shorter problem-solving time
- > Troubleshooting for problems that require high-level technical expertise
- > Support for even extremely remote locations
- > Around-the-clock support giving you peace of mind

CONNECTING YOUR MACHINE TOOLS TO OUR EXPERTS



1. Customer experiences a problem that stops the machine and contacts Konecranes by phone or e-mail

2. Connection to the production machinery's control system is established through Konecranes Remote Data Center via secured VPN connection

3. The connection is protected by passwords and firewalls. The hardware is protected by anti-virus software.

4. Konecranes accesses the equipment through a remote connection



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Konecranes is a world-leading group of Lifting Businesses™ offering lifting equipment and services that improve productivity in a wide variety of industries. The company is listed on NASDAQ OMX Helsinki Ltd (symbol: KCR1V). With over 12,000 employees at more than 600 locations in almost 50 countries we have the resources, technology and determination to deliver on the promise of Lifting Businesses™.

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