

yourKONECRANES CUSTOMER PORTAL

# Your crane data – any time, any place





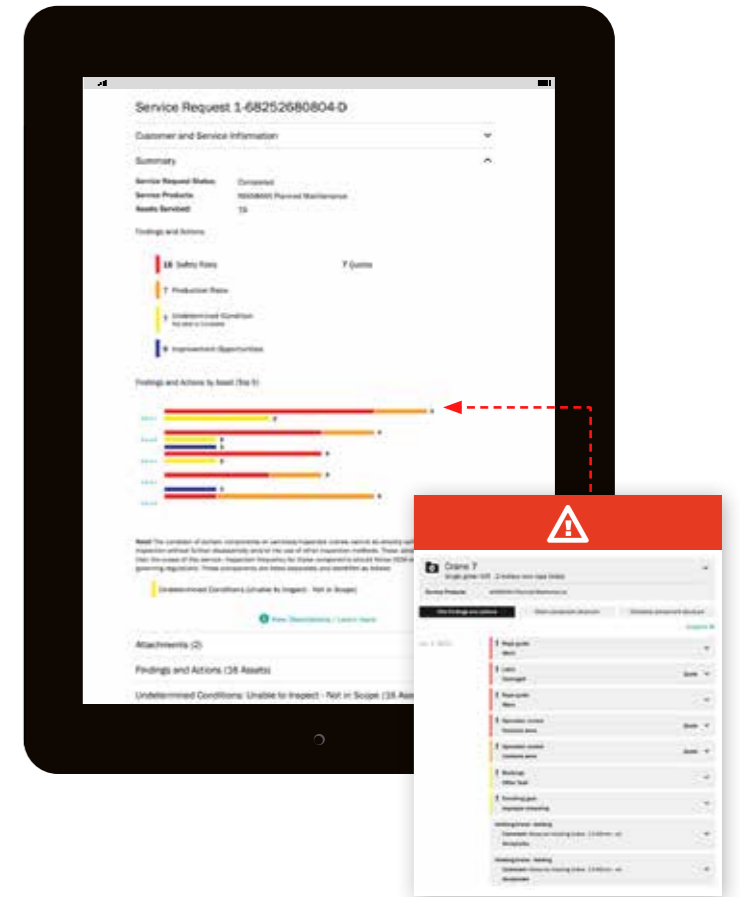
## Optimize your maintenance activities

The customer portal provides the information you need to help make informed maintenance decisions. During a service visit, our mobile-enabled technicians can quickly and efficiently input information so you have quick access to your service data including findings and recommendations.

The Risk and Recommendation Method is a systematic approach to documenting component exceptions, assessing and prioritizing risks, and providing recommendations to improve safety and productivity. Throughout yourKONECRANES you will see findings identified by color to quickly indicate a safety risk, production risk, undetermined condition or improvement opportunity.

You can further optimize your maintenance when you have assets with TRUCONNECT Remote Service. Remote Monitoring data is aggregated at yourKONECRANES along with your inspection and maintenance data giving you a comprehensive view of equipment maintenance needs and performance.

Analyzing and identifying anomalies, patterns and trends in TRUCONNECT data helps you make informed maintenance decisions and prioritize actions.



## View, analyze and share crane information

yourKONECRANES.com gives you quick and easy access to your crane maintenance information. Usage data, maintenance data and asset details are linked, giving a transparent view of events and activities over any selected time interval. Aggregated data can be viewed, analyzed and shared quickly, for a single asset or an entire fleet.

### Draw insights from your data



**Anomalies** are abnormal events that can show up as faults and should be addressed promptly as they occur. A good example is an overload. Knowing precisely when an overload has occurred is the first step in identifying its cause and taking steps to prevent it from happening again.



**Patterns** are recurring events that might show up on a daily, weekly or monthly basis, or follow some other correlation. Excessive starts during certain work shifts may indicate the need for operator training.



The study of **trends** can help uncover targets for safety and productivity improvement. Data charts and graphs provide visual cues of things that are increasing or decreasing. Analyzing data behavior over time supports predictive maintenance as well as investment decisions.

### Data security

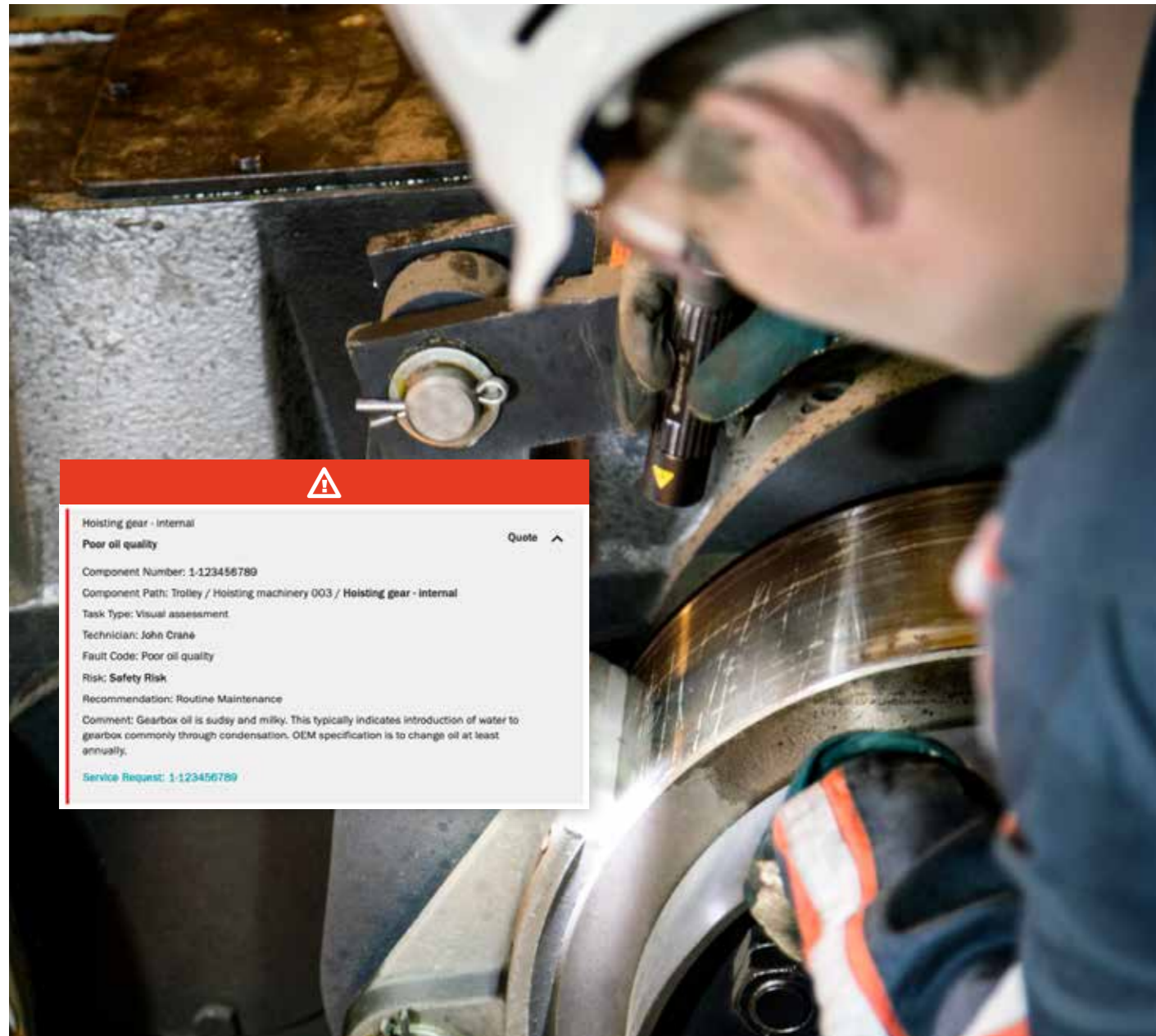
Konecranes digital services have been awarded ISO/IEC 27001:2013 certification for information security management. The ISO/IEC 27001 certificate demonstrates a commitment to proactively manage the information security of Konecranes digital services and ensure compliance with legal and customer requirements. The certification applies to the development and delivery of the yourKONECRANES.com customer portal, CheckApp for Daily Inspections and the Slings and Accessories Inspection app and the TRUCONNECT suite of remote service products.

# Your crane maintenance information – online, any time

You can find all your maintenance information on our customer portal yourKONECRANES.com. The portal streamlines data access by organizing large volumes of information—including inspection and maintenance findings, TRUCONNECT data, asset lists and service spend—into easy-to-read graphs and charts in a single location.

Maintenance information on the portal includes:

- Inspection and maintenance findings
- Overview of open safety and production risks, plus TRUCONNECT safety, production and condition alerts
- Asset lists that can be filtered with a variety of criteria
- Electronic reports suitable for sharing or printing
- Calendar of completed and upcoming service activities



## Service agreements

In the Service Agreement section, you can see all the assets included in your agreement. You can filter by service product to see which assets are covered by which products. You will also see the total number of assets that Konecranes has serviced - this includes assets in the agreement and assets not covered by the agreement. You can also see:

- Intervals and frequency of service
- Service products included in your agreement
- Timing of service products for each asset in a monthly calendar view



## Service Review

In a Service Review we follow up with you after a completed service request to go through open risks, recommendations and quotations, answer your questions or concerns, and document next steps. All of this information is available on yourKONECRANES and the findings for each service request are found on the same page. You can also download the service report or easily share it by email.

The Summary gives an overview of findings and actions and can be filtered by risk type or asset criticality. This helps you focus on the most important findings for your most critical assets. Each asset in the Service Request shows comprehensive service information including technician's notes. This information can easily be filtered to highlight the most important issues.



## Business Review

The Business Review section gives you an overview of service activities and their impact.

Service KPIs visualizes and makes transparent the risk trend on an annual level to help you identify the most outstanding assets in terms of risks.

The TRUCONNECT section highlights TRUCONNECT alerts and usage to help you identify specific issues.

The Spend section gives you a view of trends by service product so you can see the impact of different activities. Spend by asset can highlight equipment that may require more attention and you can also see costs that are not in your agreement.





## Remote Monitoring data for assessing crane condition and safety

TRUCONNECT Remote Monitoring collects condition, usage and operating data from control systems and sensors on an asset and provides alerts of certain anomalies.

Remote Monitoring data is aggregated at yourKONECRANES.com along with your inspection and maintenance data giving you a comprehensive view of equipment maintenance needs and performance.

Analyzing and identifying anomalies, patterns and trends in TRUCONNECT data helps you make informed maintenance decisions and prioritize actions.

## Remote Monitoring

TRUCONNECT Remote Monitoring data on yourKONECRANES includes safety-related occurrences, such as brake service life, over-temperatures, attempted overloads and emergency stops; Pareto analysis of critical alerts and faults; Operating statistics, such as load spectrum, monitoring of hoist jogging, overloads, emergency stops, work cycles and running hours; and estimates of remaining Design Working Period (DWP) of selected components, such as the hoist, hoist brake, contactors and trolley.



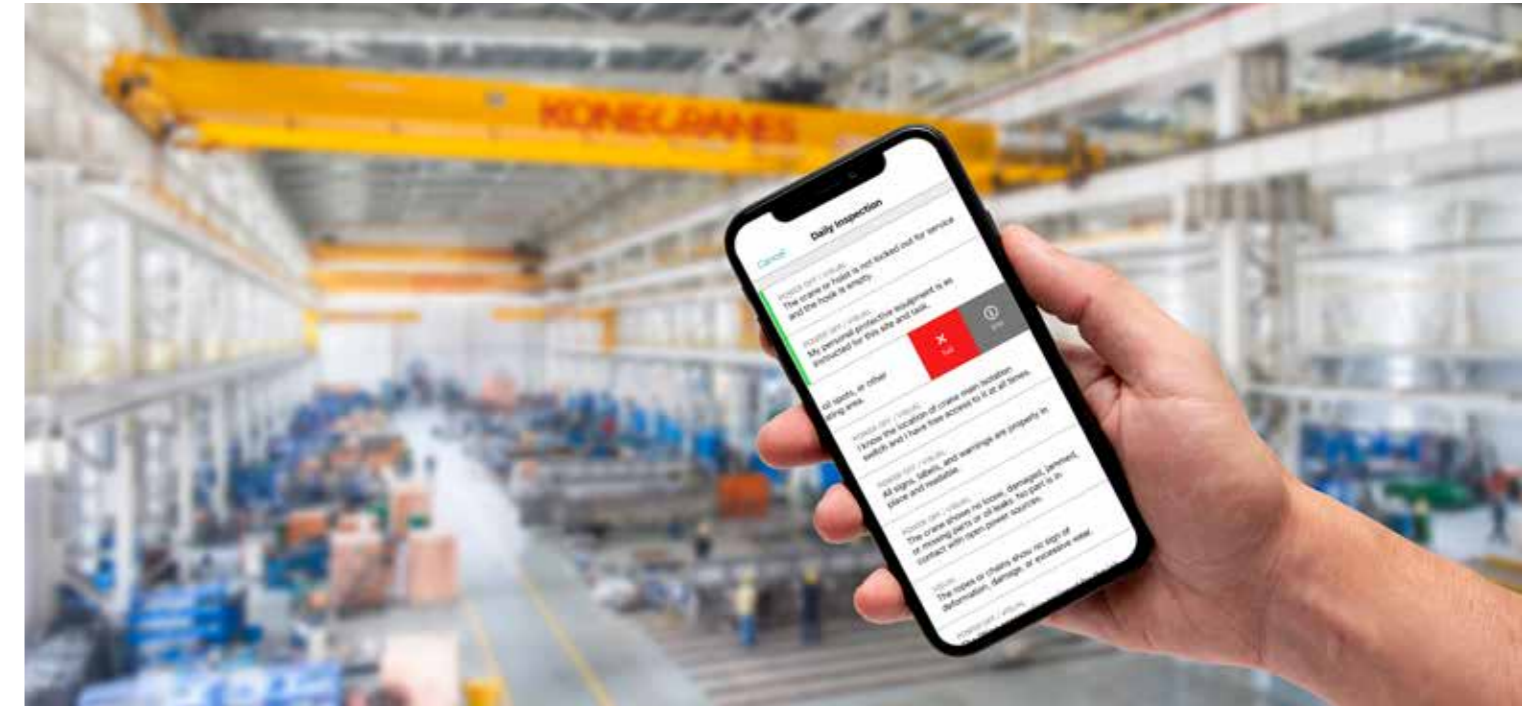
## Brake Monitoring

TRUCONNECT Brake Monitoring data can indicate brake maintenance needs in advance and shows if air gap adjustment is proper after installation. The data also provides a clear picture of brake overhaul intervals and replacement history, especially with unexpected brake problems.



## Wire Rope Monitoring

TRUCONNECT Wire Rope Monitoring data shows the condition of the wire rope as the number of broken wires in certain sections of the rope and by a measurement of the severity of a defect in a segment of rope. This helps you identify which parts of the wire rope have started to wear out and may need further attention. Trend displays give you an aggregated view of rope condition over time. This information helps estimate the remaining wire rope lifetime and can aid in maintenance planning.



## Inspection data for compliance and planning

In addition to your maintenance information and TRUCONNECT data, yourKONECRANES is also home to CheckApp for Daily Inspections and the Slings and Accessories Inspection information.

When you take advantage of these digital tools you can streamline maintenance planning and get a transparent view of your lifting equipment usage. Quick access to the information helps you stay compliant.

## CheckApp for Daily Inspections

CheckApp helps crane users quickly and easily record their findings when performing pre-shift and/or pre-lift inspections. Daily inspection details—revealing who performed the inspection, when it was performed, and what deficiencies were reported—are shown in yourKONECRANES. A detailed summary for the selected timeframe makes it easy to identify assets and/or practices that need attention. The pass/fail rate by checkpoint gives you a good view of asset or safety procedure issues, and complete, detailed, up-to-date records for auditing needs.



## Slings and Accessories Inspection

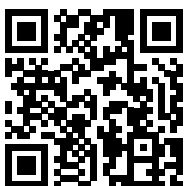
The Slings and Accessories Inspection checks non-maintainable load lifting attachments and accessories that are attached to the crane hook during operation. In yourKONECRANES you get quick access to all relevant attachment information and an archive of inspection data to help you keep track of inventory and inspection status, execute audits and plan for replacements. It also provides a record for regulatory requirements which can help you stay compliant.



**Konecranes is a world-leading group of Lifting Businesses™, serving a broad range of customers, including manufacturing and process industries, shipyards, ports and terminals. Konecranes provides productivity enhancing lifting solutions as well as services for lifting equipment of all makes. In 2020, Group sales totaled EUR 3.2 billion. The Group has around 16,600 employees in 50 countries. Konecranes shares are listed on the Nasdaq Helsinki (symbol: KCR).**

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Visit [konecranes.com/service](https://konecranes.com/service) to learn about service programs, preventive maintenance, TRUCONNECT Remote Service and more.