

# POWER PROFILE

## DEALER ASSESSES SERVICE NEEDS WITH CAT® REMOTE ASSET MONITORING TO PROVIDE AFTERMARKET PARTS

### Location:

Ivory Coast, Africa

### Solution:

Cat® Connect Product Link™ Elite (PLE641) for 16 3516 diesel generator sets

### CUSTOMER BUSINESS ISSUE

Planning for maintenance and service for sixteen new Cat® generator sets.

### WHAT HAPPENED?

Using Cat Connect technology, the local Cat dealer connected the sixteen assets with Product Link™ Elite (hardware) and the remote user interface (Cat Remote Asset Monitoring). Both the customer and their Cat dealer now have remote access to data from all sixteen machines.

Understanding the customer's parts and service needs by using remote asset monitoring benefits the customer because the dealer has access to the asset information at all times, so they are prepared to offer Cat parts and services before an issue ever occurs.

### WHAT WAS THE UNDERLYING CAUSE?

The isolated location of a gold mine power plant presents a challenge for monitoring service and replacement part needs when maintenance issues arise.

### WHAT WAS THE VALUE TO THE CUSTOMER?

The dealer collects asset information and uses the data for optimal customer service. By connecting the assets, the data will alert the dealer and the customer regarding the need for parts and service. For instance, every 500 hours new fuel and oil filters would be advised.

The data can also be used to prompt a conversation between the customer and dealer regarding aftermarket offerings, so the customer has power when needed by servicing with genuine parts (that are on hand with their Cat dealer as a result of the notification), avoiding unscheduled downtime.

For more information, please visit [www.cat.com/catconnect](http://www.cat.com/catconnect)



Image: Fleet view in Cat RAM of the 16 connected generator sets