

REACHING NEW HEIGHTS

IN ENROLLING OVER 10,000 UNITS OF MCP MACHINES.

PRESS RELEASE

30th September 2024



Celebrating the 10,000th Machine Care Program Contracted Machine, a testament to our dedication and commitment towards customer satisfaction.

1.0 Introduction

Achieving the milestone of enrolling 10,000 excavators into our Machine Care Program (MCP) is a remarkable accomplishment that signifies our commitment to providing exceptional Dantotsu solutions and services to our customers. This success highlights the effectiveness of our program and the trust our customers place in our ability to

maintain and enhance the performance of their excavators. By successfully executing the Machine Care Program contract and demonstrating the program's value, we have gained the trust of equipment owners across various applications in the construction equipment industry.

Our customers have benefited from reduced Life Cycle Cost and minimized unexpected breakdowns. The preventative approach of the MCP has enabled them to plan and budget for maintenance more effectively, leading to overall cost savings. Achieving this milestone sets a new standard in the industry for Komatsu India.

2.0 Significance of the Milestone

MCP is a unique extended warranty program with value added services launched by Komatsu India as a comprehensive solution to meet customer needs. Enrolling 10,000 excavators into the Machine Care Program positions us as a leader in managing contractual machines and reflects our ability to deliver tailored service offerings to customers as part of the Machine Care Program.

3.0 Customer Trust

This milestone is a testament to the confidence our customers have in our services. It indicates their recognition of the value that the Machine Care Program brings in terms of maximizing equipment uptime, longevity, resale value, and overall performance with significant cost benefits to customers.

4.0 Journey to 10,000 MCP Contractual Excavators

The journey began in 2013 with the development of the Machine Care Program, designed to offer extended powertrain warranty, comprehensive maintenance with welcome maintenance kit for one year, energy-saving training, undercarriage inspection, PM clinic monitoring, and

maintenance support for excavators. This



involved extensive research to create a 'service offering that would address the key challenges faced by equipment owners. Today, we have enrolled 10,008 machines. Engaging with customers and understanding their needs played a pivotal role in reaching this milestone.

5.0 Challenges Overcome

Accommodating 10,000 excavators under the Machine Care Program required careful planning and resource management, including expanding the service network, using ICT to plan maintenance, and enhancing diagnostic capabilities.

Managing data for many machines under the MCP contract was also a challenge. Implementing advanced ICT monitoring systems using KOMTRAX and data analytics through KOWA allowed us to track equipment performance, predict maintenance needs, and offer data-driven insights to our customers.

6.0 Dedicated Product Support Team

This accomplishment is the result of the dedication and expertise of our entire team. Our team of skilled technicians and engineers has been key in providing top-notch maintenance and repair services, ensuring each machine operates at optimal levels under the MCP contract. This has helped us to grow continuously as an unrivalled service provider by providing regular maintenance, machine touch and monitoring, prompt repairs, fuel cost reduction, and KUI to meet customer requirements.

7.0 Conclusion

We extend our sincere thanks to our customers for their trust and partnership. Their feedback and collaboration have been

invaluable in refining the MCP and evolving it to meet customer requirements for up to 5 years or 12,000 hours, ensuring it effectively meets their needs. Reaching the milestone of 10,000 contractual excavators under the Machine Care Program is a significant achievement that underscores our commitment to excellence in customer service. It marks a major step forward in our mission to provide reliable, quality machine care solutions that enhance the performance and longevity of the excavators with reduced life cycle costs. As we celebrate this achievement today by KIPL & L&T, we remain focused on continuing to innovate and expand our service, ensuring that our customers receive the best possible support for their equipment.

On September 13, 2024, the remarkable accomplishment of achieving over 10,000 excavators into MCP was celebrated jointly by KIPL and L&T at L&T palace road office, Bangalore.

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