

OUR CONSULTATIVE APPROACH

# Customer consultation





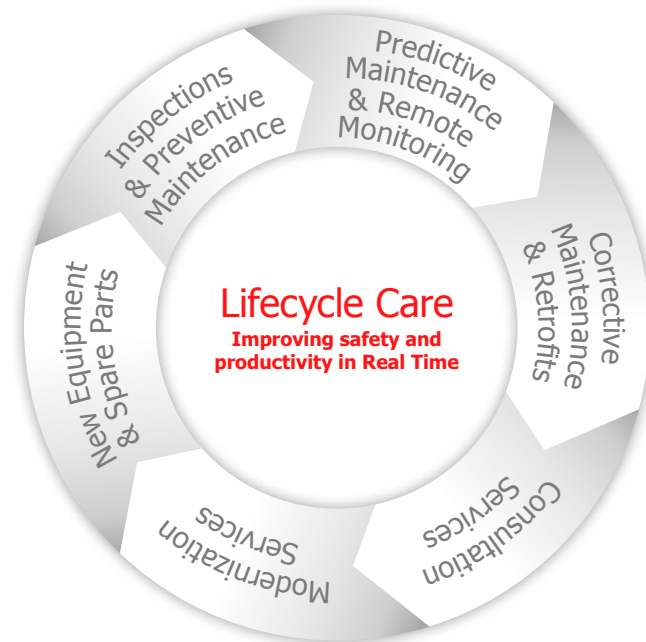
## Delivering Lifecycle Care in Real Time

Lifecycle Care is our comprehensive and systematic approach to managing customer assets; connecting data, machines and people to deliver a digitally-enabled customer experience in real time.

Lifecycle Care is designed to maximize the productivity of uptime and minimize the cost of downtime, thereby achieving the highest lifecycle value for our customers' equipment.

We believe merely keeping your cranes running is not sufficient. We must also help you achieve the highest productivity during every shift. We aim to deliver measurable improvements in safety and productivity that can be reported and reviewed, demonstrating a return on investment to you.

When working with our customers our crane experts apply a systematic Risk and Recommendation Method of evaluation and a consultative, planning and review process to drive continuous improvement in safety and productivity. Sharing our broad knowledge and experience, we provide recommendations, and discuss how each action can optimize operations and maintenance.



## A consultative approach to help guide decision making

Our consultative approach can help guide your decision making. We don't just drop off a report on the way out. We take time to meet with you one-on-one and share our findings, provide recommendations based on our industry-leading expertise and discuss how each action impacts your operations and the entire health of your business.

Our proprietary Risk and Recommendation Method (risk types listed at right) is the basis of our inspection and preventive maintenance processes. No matter what service is being performed, Konecranes Risk and Recommendation Method drives our evaluations and consultative processes, giving you a safety and production advantage.

Inspection and preventive maintenance services include several key consultations including the **Safety Review**, **Visit Review**, **Service Review** and **Business Review** – explained on the following page.

### SAFETY RISK

Indicates an unsafe condition. Failure to remedy such condition before continued operation of the identified asset may result in personal injury, including death, or property damage.

### PRODUCTION RISK

Indicates an inefficient condition. Failure to remedy such condition before continued operation of the identified asset may result in inefficient asset performance or an interruption in production.

### UNDETERMINED CONDITION

Indicates that the condition could not be verified through visual inspection as a result of asset configuration and/or obstruction.

### IMPROVEMENT OPPORTUNITY

Indicates a potential opportunity to improve the safety, productivity, application or useful life of the asset. These suggestions are not necessarily tied to a particular fault.





**WHILE ON-SITE**

## Safety Review

Whenever a safety-related risk is detected, the inspector or technician will carry out a Safety Review with the customer before leaving the site or returning the equipment to operation.

**WHY**

Make the customer aware of observed safety risks and get a quick decision on next steps before leaving the site or before putting the equipment back in service.

**EXPECTED OUTCOME**

Acknowledgement from the customer that they have been advised of safety risk(s). Agreed next steps which may include work authorization for immediate repairs.

**TIMING AND DURATION**

Upon discovery of any safety risk. Before leaving the site and before the crane is returned to operation. Brief, depending on number of safety risks and assets.

**WHO**

Konecranes inspector or technician and customer maintenance and/or operations person.

**HOW**

Face-to-face – on-site.



**WHILE ON-SITE**

## Visit Review

At the completion of each service request, the inspector or technician will perform a Visit Review on site to share the insights of their inspection or maintenance findings, review the identified risks and improvement opportunities, and obtain decisions on recommended actions.

**WHY**

Summarize visit findings, initiate quotes, set expectations for next steps including the Service Review.

**EXPECTED OUTCOME**

Customer has been informed of all findings, has given field authorization for some work and is expecting a follow-up call from the branch for a Service Review. Any customer concerns are communicated using system tools to the branch.

**TIMING AND DURATION**

Every service visit at completion of service request and/or daily before leaving the site

**WHO**

Konecranes inspector or technician and customer maintenance and/or operations person.

**HOW**

Face-to-face, on site.



**WITHIN 2 BUSINESS DAYS**

## Service Review

Within two business days, the local branch will follow up with a Service Review in person, online or by phone. We'll go through open risk/recommendations and quotations to address them, answer the customer's questions or concerns and document next steps. The Service Review will be performed using live data on yourKONECRANES.com.

**WHY**

Confirm customer satisfaction, close operative initiated quotes, secure a commitment to proceed with recommended next steps, ask for and address any concerns.

**EXPECTED OUTCOME**

A satisfied and fully informed customer. Open recommendations and quotes are carried forward. Activities are created for open concerns or actions.

**TIMING AND DURATION**

Every service visit and within two business days of completion of service request.

**WHO**

Konecranes Inside sales rep or assigned sales person and service request contact, and/or decision maker.

**HOW**

Teams, phone, or in person.



**ONCE A YEAR OR AS NEEDED**

## Business Review

Once a year or as needed, we'll conduct a Business Review at our customer's management level. This is an in-depth review of our service relationship -- looking at progress, feedback and documented value. We'll discuss recommendations and plan jointly. The Business Review will be performed using live data on yourKONECRANES.com.

**WHY**

Document value and validate the long-term relationship between Konecranes and the customer.

**EXPECTED OUTCOME**

Demonstrate Lifecycle Care value. A satisfied customer willing to commit to and expand a long-term service relationship.

**TIMING AND DURATION**

Annually or more frequent if warranted.

**WHO**

Assigned Salesperson, Key Account Manager or Service Sales and group of appropriate customer management personnel, influencers and decision makers.

**HOW**

On site formal meeting, Teams if requested by customer.



**yourKONECRANES.com**

## Service Review

Service Request details can be easily found on yourKONECRANES from the Service Review button on the main menu. This information is used during a Service Review to help explain findings and recommend next steps.

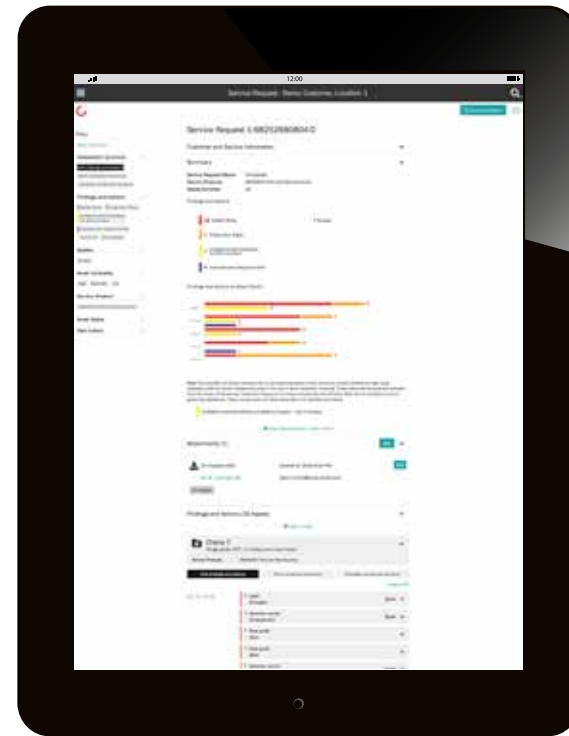
The Summary gives an overview of findings and actions and can be filtered by risk type or asset criticality. This helps you focus on the most important findings for your most critical assets.

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.

### TRUCONNECT

The Service Review is a good time to review alerts and equipment usage information for assets equipped with TRUCONNECT Remote monitoring.

The Overview page on yourKONECRANES highlights safety alerts, production alerts and component condition and complete details can be viewed on the asset's TRUCONNECT page.



**yourKONECRANES.com**

## Business Review

The Business Review section on yourKONECRANES provides an overview of Service KPIs, TRUCONNECT information and spend. This information is used to demonstrate a return on investment, help you optimize maintenance spend and drive continuous improvement.

### Service KPIs

Service KPIs show the trend of risks and repaired items, as well as the records for each asset. Only safety risks, production risks and repaired items are shown by default, so attention can be directed to the most important observations. yourKONECRANES visualizes and makes transparent the risk trend on an annual level, but also helps you identify the most outstanding assets in terms of risks.

### TRUCONNECT

This tab highlights TRUCONNECT alerts and usage by running hours. The graph indicates the number of alerts each year as well as running hours so a comparison can be made. You can filter by alert type and asset criticality to identify specific issues. The top five assets display the amount of Alerts and Usage by Running Hours and Starts. This can also be filtered by asset criticality.

### Spend

Spend shows trends by service type, total spend and spend by service type for the selected timeframe, as well as spend by asset. This view can be filtered by agreement costs and service products. By looking at the trends by service product, you can see the impact of different activities. You can also see costs that are not in your agreement. Spend by asset can highlight equipment that may require more attention.

### GETTING INSIGHTS WITH yourKONECRANES.com

Usage data, maintenance data and asset details are linked on yourKONECRANES.com 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. Insights can be drawn by observing anomalies, patterns and trends, helping users make informed maintenance decisions.

We use the information and data on yourKONECRANES to share our findings and provide recommendations. Service Reviews and Business Reviews are conducted using yourKONECRANES and the information can be easily viewed and shared at any time.

**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. The Group has more than 16,000 employees at 600 locations in 50 countries. Konecranes shares are listed on the Nasdaq Helsinki (symbol: KCR).**

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