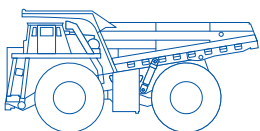




TECHNOLOGY

# R+M CARE SYSTEM

Repair and Maintenance Solutions



**KOMATSU**  
*Driven by your success*



## Life Cycle Cost Management and Optimisation of Maintenance Strategies

R+MCare is the Komatsu system designed to manage various types of machine maintenance contracts and agreements in both the Construction and Mining sectors, providing accurate Life Cycle Costs and Machine Key Performance Indicator (KPI) reports.

To ensure the highest return on investment is achieved, R+MCare provides an excellent interface for machine quality control analysis, supporting other Komatsu service technologies and provides detailed reporting to both Komatsu and to customers.

### Features of the R+MCare system

#### **PLANNING:**

R+MCare allows both long and short term levels of planning, with simplified plan adjustments using optional on-screen Gantt Chart displays with drag and drop functionality, ensuring accurate up to date plans, resulting in accurate budgeting and forecasting.

#### **ANALYSER:**

Analysis functions in R+MCare offers real-time and detailed analysis of both machine downtime and machine repair and maintenance costs. Using this detailed analysis and implementing corrective measures, R+MCare provides true "to-date" and forecast Life Cycle Costs and Machine KPI's.

#### **CONTRACT MANAGEMENT:**

Contract management is one of the R+MCare systems key features, with reporting available at many levels. Customer, Contract, Model, Fleet and Individual machine performance results can be seen in various text and chart type reports at the click of a button, showing up-to-date and forecast financial and performance results for the contract.

#### **ERP INTEGRATION:**

Interface functionality is available to link Komatsu Distributor and Customer ERP & Dispatch systems to enable the

automatic exchange of data between the various systems, reducing user input and increasing accuracy.

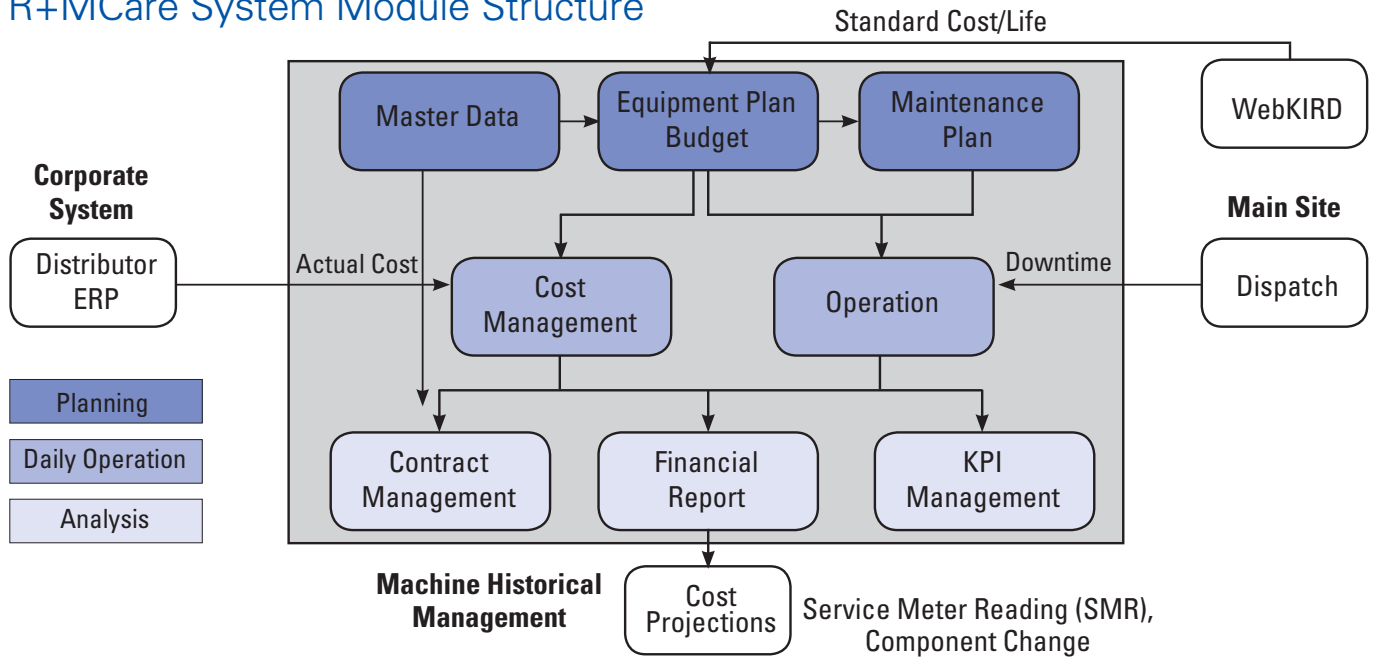
#### **KPI (DASHBOARD):**

The Dashboard provides a highly visible display of machine and contract KPI's over a wide range of viewing parameters. Easily adjustable KPI targets and adjustable viewing levels provides key data to different management roles with the ability to drill down from Branch level to an individual machine level.

#### **FINANCE:**

A wide range of financial reports showing current and forecast sales and associated costs are available, Profit and Loss style reporting at Contract, Fleet and Machine levels. The ability to set multiple currencies and apply various cost escalation logics ensures accurate multinational financial forecast reports.

# R+MCare System Module Structure

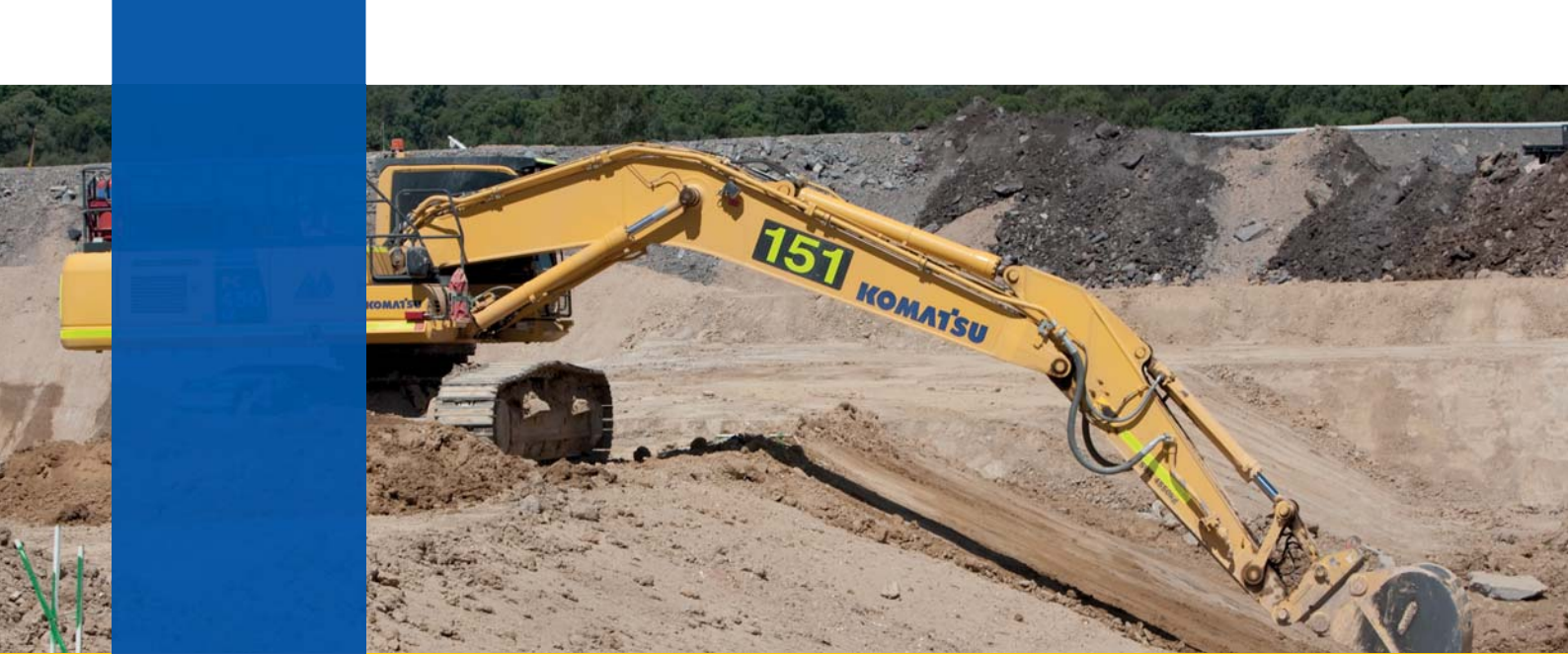


## Main Data Required for R+MCare

		INPUT DATA	DATA INFORMATION
Master Data		<b>Equipment Hierarchy</b>	Relationship between agency, site, fleet, machine and each essential information
		<b>Component Hierarchy</b>	Component composition of machine and the code
		<b>Budget Plan</b>	Cost and life information according to Equipment Maintenance Plan (EMP) for cost management of life cycle
Daily Operations		<b>Financial Profile</b>	Key currency and exchange rate
		<b>Event/Task Plan</b>	Stop period of work plan change and content of the work plan
		<b>Work Order</b>	Cost actually associated to each task
		<b>Actual Downtime</b>	Information on actual machine stop time, stop reason, and content of repair
Contract	FMC	<b>Actual Usage (SMR)</b>	Service meter information recording
		<b>Billing Rate</b>	Plan of sales each operating hour
	HME	<b>Actual Billing</b>	Sales results for each operating period
		<b>Basket/Component</b>	Unit of Cost Cap management
		<b>Cost Ceiling</b>	Upper boundary value to calculate Overrun Cost
		<b>Target Availability</b>	Target utilization rates to calculate Shortfall
	<b>Penalty Rate</b>	Penalty rate for each overrun (excess stop time) time	

## R+MCare System Functions

SUB SYSTEMS	SYSTEM FUNCTION
<b>Master</b>	Site, Fleet, Equipment, Component, Currency, Escalation rate
<b>Equipment Plan/Budget</b>	Life Cycle Cost Management Budget/Current Projection, Component Life, Maintenance Cost
<b>Maintenance Plan</b>	Long Term Planning, Short Term Planning, Backlog Management, Link of Task and Work Order
<b>Contract Management</b>	FMC contract Management, HME Global Contract Management, other contracts
<b>Site Operation</b>	Actual Cost Management, Downtime analysis, SMR registration
<b>Cost Management</b>	PCV Chart, Component history, Work Order Management
<b>Parts/Rotables</b>	Parts Usage, Parts Forecast, Standard Job Management, Rotable Management Component Overhaul History
<b>Profit/Loss</b>	Projection, Actual Billing Actual Sales), Several Profit & Loss Reports
<b>KPI Management</b>	Availability, Utilisation, MTBS and other KPI factors
<b>Interface</b>	Integration with ERP, Integration with Dispatch System and other external systems
<b>DPT (Excel Up/Download)</b>	Excel based uploading and down loading (Work Order, Downtime, SMR and other Master data)
<b>System Operation</b>	User Role, Data Log Management, Data health etc.



## TECHNOLOGY

### Applications for all Komatsu Customer Support Systems

Management Area	Main Functions	Large Machine (Mining)	Small/Medium Machine (Construction & Utility)
<b>Historical Data</b>	<ul style="list-style-type: none"> <li>● Maintenance history</li> <li>● Overhaul plan and actual data</li> <li>● SMR</li> </ul>	Komatsu Machine Database	
<b>Site Operation</b>	Optimising Machine Dispatch Locations and operational instruction, operation monitoring and reporting.	Dispatch	
<b>Machine Monitoring</b>	Location information and operation information (SMR), fuel levels and work and non-work hours	KOMTRAX	
	Operation information (SMR, error information, fuel cost and pay load) and work and non-work hours	KOMTRAX Plus	
<b>Maintenance Plan</b>	<ul style="list-style-type: none"> <li>● Repairing cost estimate</li> <li>● Repair plan Gantt Chart</li> <li>● Repair cost results (work order) analysis</li> <li>● Machine stop results (downtime) analysis</li> <li>● Part demand forecast</li> <li>● Contract terms management</li> <li>● Cost management of life cycle and revenue and expenditure management</li> </ul>	WebKIRD	
<b>Component Contract</b>		R+MCare	
<b>Contract</b>			

#### FOR MORE INFORMATION:

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