

temperature', 'machine abuse', and 'implement hydraulic oil temperature high'.

The five Cat EMS packaged options are Level 1 Access; Level 2 Inform; Level 3 Advise; Level 4 Support; and Level 5 Manage.

In terms of summary overview, **Level 1 Access** enables users to enter the VisionLink portal to know where their equipment is and what it's doing with remote, near real-time information.

Level 2 Inform enables users to manage equipment health and utilisation trends compared to benchmarks via automated reporting. These reports show a range of parameters such as fuel burn trends by machine and site application; fault codes that indicate a need for operator training or repairs; the amount of time units spend idling as opposed to earning; and confirmation on individual machine hours recorded in order to schedule prescribed maintenance. The Equipment Monitoring Bureau generates a monthly fleet summary report for the customer, highlighting areas for potential improvement.

With **Level 3 Advise**, the package moves beyond pure reporting to include expert dealer recommendations. A Barloworld Equipment condition monitoring adviser provides valuable advice about maintenance, utilisation and repair, drawing from the data trend analysis generated. These recommendations work hand-in-hand with a conditioning monitoring programme that can include in-field machine inspections, and fluid analysis via the Cat S-O-S SM Services programme.

Level 4 Support builds on Level 3 and caters for larger fleet owners, entailing the outsourcing of fleet maintenance, parts or repairs to a Barloworld Equipment technical services team, backed by the full EMS and S-O-S suite, plus a dedicated condition monitoring adviser.

For mining customers, **Level 5 Manage** is in turn a negotiated maintenance and repair contract option where Barloworld Equipment has sole responsibility within predetermined maintenance pricing structures for agreed machine rolling availability targets.

Cat S-O-S Services fuel and oil analysis programmes are either optional or inclusive depending on the EMS level selected. The Cat S-O-S Services laboratory for the southern African region is housed at the Barloworld Condition Monitoring Centre. "Cat S-O-S Services are an essential component in machine life cycle costing, predictive and preventative maintenance strategies," Parsons stresses, adding that VisionLink enables users to view machine health data and Cat S-O-S sample results through the same portal.

"Level 1 has been well supported, with Level 2 proving popular as customers appreciate the bottom line benefits. Remote fuel burn monitoring has been one of the more popular areas, as customers seek to reduce consumption. VisionLink, for example, highlights idle time and unnecessary diesel wastage."

So far, over 2 000 Cat machines are EMS registered.

SPARKLING DIAMOND AWARD FOR BOBCAT

Bobcat Equipment Rental SA (Pty) Ltd has won the PMR Africa Diamond Arrow award for the third time, once again claiming top ranking in the Loader Rental category.

The PMR Arrow awards recognise and celebrate excellence in the local plant hire industry. Every year the bench mark is set at a new height, ensuring that this market sector continues to develop, expand and improve. PMR. Africa conducts the annual national survey using a random sample of 100 respondents in the construction and mining industries who deal directly with plant hire companies. Respondents are required to name the plant hire companies they have dealt with over the past year, list the type of equipment they hired and for what applications and rate the respective plant hire companies on 18 attributes. These include adherence to safety procedures/regulations, BEE compliance, quality, reliability and condition of machinery, staff competence, timeous completion of contracts, etc. The

survey is held in high regard due to the fact that it is totally independent and strongly end-user driven.

Bobcat Equipment Rental received the Diamond Award in 2012 and in 2014 and the Gold Arrow award in 2013.

"This third diamond award holds special significance for the Bobcat Rental team," says Bobcat's General Manager Rental, Wayne Smith. "When we received the 2014 Diamond Award, we said it proved our ongoing commitment to delivering excellence in our products and service offering. Furthermore, we pledged to continue providing best-in-class compact equipment and deliver high performance, reliable, efficient and cost effective service solutions for low cost of operation and ownership for customers and end users. And finally, we made a commitment to work even harder to ensure that we again achieve top rankings in 2015. So this award is irrefutable proof that we walk the talk."

Smith extends a sincere thank you to valued customers and end-users for once

again placing Bobcat at the top of the loader rental category with a 4.15 out of a possible 5.00 rating. "This award clearly signifies the on-going credibility, respect and recognition of the Bobcat brand amongst the captains of industry."

In acknowledging the important role of the Bobcat team in achieving this milestone, Smith says that this kind of achievement is only possible thanks to the unwavering support, dedication and professionalism of Bobcat's skilled operators and sales, service, technical and administrative employees based at HQ and at the country-wide branch network.

"This Diamond award is affirmation that we, as part of the Goscor Group of companies and Imperial, are utilising the vast resources and many opportunities available to us. Once again we have raised that bar to new heights and once again we have set ourselves a challenge to improving still further so that we can continue to offer our customers only the best product and service solutions," concludes Smith.