

Fujairah National Quarry

SAVES 7% IN OVERALL OPERATING COSTS

Cat® EMSolutions delivered by Al Bahar



A SUCCESS STORY



Mr Ibrahim, FNQ (left) Mr Mahmoud, Al-Bahar (right)



For almost four decades, UAE-based Fujairah Building Industries P.S.C. (FBI) has grown from a small block quarry factory to one of the top manufacturers of high quality building materials in Fujairah, the world's 3rd largest exporter of quarry products.

To keep pace with the rapid developments in the region and the growing market demands especially in the last decade, FBI has both acquired and segregated factories, arriving at a 5-Group wholly-owned companies producing blocks, pavers, terrazzo tiles, marble tiles, curbstones, ceramic tiles, stone fiber products and crusher products.

Fujairah National Quarry (FNQ), one of its subsidiaries and segregated in 2007 from one of its divisions Fujairah Concrete Products, is its main producer of high quality aggregate and crushed sand producing a total of 2.9 million tonnes of quarry products per annum.

“PL & VL saved us a lot of time in identifying the problems of our machines” says Ibrahim Abd El Motagaly, FNQ Maintenance Manager.

For many years, FNQ has been operating to meet the market's increasing demand. At the same time, it is also aware of tough competition and changes in equipment technology that they need to continue to change and challenge the way they do things. In order to maintain its competitive advantage, they needed to focus on improving efficiency, reducing costs, and being more productive.

That's why in 2013, when its Cat total fleet solutions provider Mohamed Abdulrahman Al-Bahar introduced its technology-enabled Equipment Management Solutions, the Cat **EMSolutions** with a proposition to improve operational efficiency, FNQ didn't think twice.



Cat **EMSolutions** is a 5-level equipment management solution starting as basic, the technologies of Product Link™(PL) hardware and the VisionLink® (VL) software. The PL is attached to the equipment and sends valuable real-time equipment data to the VL via GPS and telecommunications. Thus, fleet owners can monitor and gather reports on the utilization, health and maintenance of their machines at a glance, and from such make well-informed decisions on the management of their fleet.

As the level increases, specifically tailored services from Al-Bahar are added from remote monitoring all the way to Total Fleet Management, depending on the customer's needs.

On a recent visit to its Fujairah site, Al-Bahar spoke with FNQ Maintenance Manager Ibrahim Motagaly to find out how Cat **EMSolutions** technology and their level-4: Support, contract has helped their business gain competitive advantage and increase its bottom line.

“PL and VL saved us a lot of time in identifying the problems of our machines. There were times before, when we got some complaints from our operators and it took us time to inspect the machines. Now with VisionLink and its easy-to-read reports, we already have an idea on what is going on with our machines and can make the action plan. It makes our work easier. Moreover, the user interface of VisionLink is user-friendly and it makes you see everything at a glance. I can get all the data I need in one page...utilization reports, fault codes, health/maintenance, etc.

Just recently, data showed that we have a lot of fault codes for one of our hydraulic excavators. After checking the system in our Service Plan, we found out that the main hydraulic pump was about to fail. We then took the corrective action and solved the problem. Our operators have commended how the technology has helped us reduce the faults discovered.

“VisionLink also reported some fault codes/events linked to some of our operators' incorrect operating techniques. For instance, we found out about the coasting in neutral event that is unsafe and gives the possibility of damaging the drive train.



“Another fault code revealed that some machines were run whilst on parking brakes. This actually poses a risk in damaging the brakes system, overheating in the transmission, faster wear and tear of the components which all lead to premature equipment failure.

“We also found out more about the idle hours of our fleet (of course resulting to fuel idle hours) due to some operators running the machines during their lunch break just to keep the air conditioner (AC) on and rest inside the cab. Of course, this adds up to our fuel costs and added wear and tear rate of the machines’ components. After finding out about all of these operator-induced problems Cat EMSolutions, we have taken the appropriate action and operator re-trainings in order to improve operations, reduce risks and control costs.

“VL also assists us in our scheduled preventive maintenance activities. For our fleet of wheel loaders, excavators, off-highway trucks, track type tractors/ bulldozers, skid steer loaders, it actually lists the parts required per model and its corresponding parts numbers.”

“This fleet management solution from Al-Bahar definitely keeps us ahead of the competition because it has significantly improved our operators’ performance after re-trainings, increased our machines’ uptime with near-zero unexpected breakdowns both giving us the productivity level that we are looking and targeting for, and reduced fuel and operating costs.

“Certainly, it has increased our productivity by 15%, decreased our total fuel consumption by 9-11%, decreased our idle hours by 25% and reduced downtime by 10% which is directly reflected on my production. Overall, we have decreased our operations costs by 7%.

“It is the whole solution of Cat EMSolutions and we have chosen level 4: Support, to be the most suitable to our needs. Level 4: Support, includes the following: the PL hardware, access to VisionLink, training for these technologies, and even if we have access to the VL and its data, Al-Bahar does the monitoring for us, sends us monthly and quarterly Condition Monitoring reports, we get to receive preventive maintenance alerts and tracking, actual scheduled maintenance labor, its required parts, SOS (Fluid Analysis), annual inspections and repair Recommendations. Definitely, we greatly benefit from the action plans and servicing from Al-Bahar,” shares Motagaly.

For Al-Bahar, exclusive Cat dealer in the UAE, Kuwait, Qatar, Bahrain and Oman, it is always about providing added value to its customers through various product support and services, including this technology-enabled solution. The goal is to boost customers’ jobsite efficiency and bottom line.

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Karthik Keyan, EMSolutions & Technical Support Manager for Equipment at Al-Bahar says: “The Cat EMSolutions technology, Product Link and VisionLink, combined with our comprehensive and customer-centric Product Support services provide complete total solutions. And it’s not just a box, a technology, or even the package of solutions. It’s our relationship with our customers wherein we offer them this technology and solutions in order for them to further strengthen their competitive advantage and be more profitable.

“When you help the customer to be more profitable, you build a relationship where you gain the customers’ trust and they prefer you as their business partner. So for their future needs, they would only think of Al-Bahar.”

The numbers say it all. FNQ has never operated the same way before and now makes well-informed decisions via Cat EMSolutions with its Product Link and VisionLink. Truly, more work, more efficient, in less time, lesser fuel, at lower costs.

FNQ’s Tangible Results:

- 15% ↑ Productivity
- 25% ↓ Idle hours
- 11% ↓ Fuel Consumption
- 10% ↓ Downtime



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