

Aiming to Accelerate DX and Grow as a True Solutions Provider

Evolution of Global e-Service

At Hitachi Construction Machinery, we offer Global e-Service (hereinafter, GeS), an integrated management system that allows our construction machinery customers to view their machinery’s operational status and maintenance information over the internet. In addition, GeS provides such environmental data as CO₂ emissions volume, idling time and fuel consumption, offering a solution that can help customers with environmental management.

Since launching domestic services in 2000, we have developed around 90 GeS-based applications to support maintenance and after-sales service operations. Today, they are widely used by customers around the world.

GeS apps are installed in approximately 430,000 machines globally and handle the exchange of vast amounts of information daily. As the digitization of

business domains targeted by GeS expands and spreads, it has become a challenge to manage the growing complexity of GeS operations due to the diversification of features offered, the need to adapt to global production systems and customer demand for even more sophisticated solutions.

As an initiative under the current medium-term business plan, we aim to maximize added value and convenience across the entire value chain by promoting the modernization^{*1} of GeS. In addition, we plan to evolve it into a digital platform for supporting machine maintenance and after-sales service by mutually linking and strengthening GeS and DX platforms,^{*2} with the aim of improving usability, enhancing value through DX and creating open innovation.

By doing so, we will accelerate the development of a framework that enables sales dealers to provide services to customers quickly while consolidating

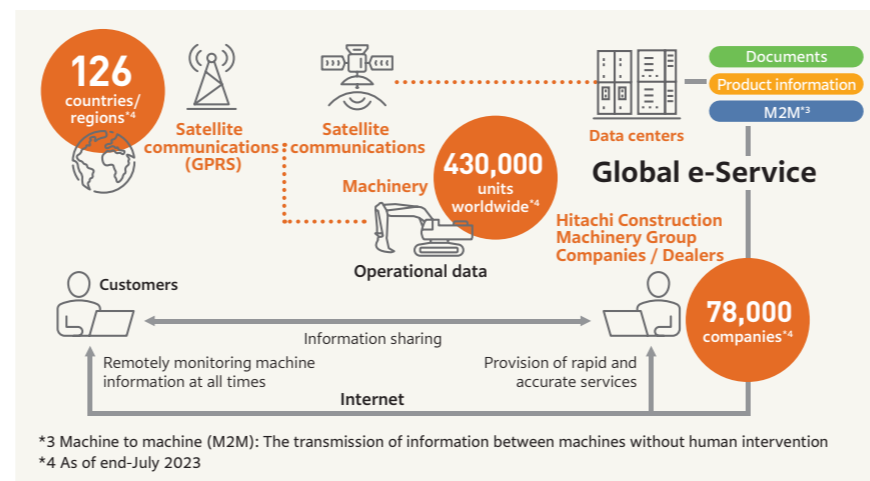
various features and information that had been dispersed in GeS until now. As a result, we will be able to significantly reduce the number of screen operations and optimize business workflows, leading to a highly efficient digital platform and increased customer satisfaction. Furthermore, we will explore new value creation through collaborations and expansion into new markets, such as the remanufacturing business and used vehicle sales, as well as co-creation with partners from different industries.

*1 Modernization: The process of replacing outdated IT assets (both hardware and software) and development methods with the latest products and designs

*2 DX platform: A common development platform offered by Hitachi Construction Machinery, aimed at improving the efficiency of application development.



How Global e-Service Works



The Sales Support Application in use