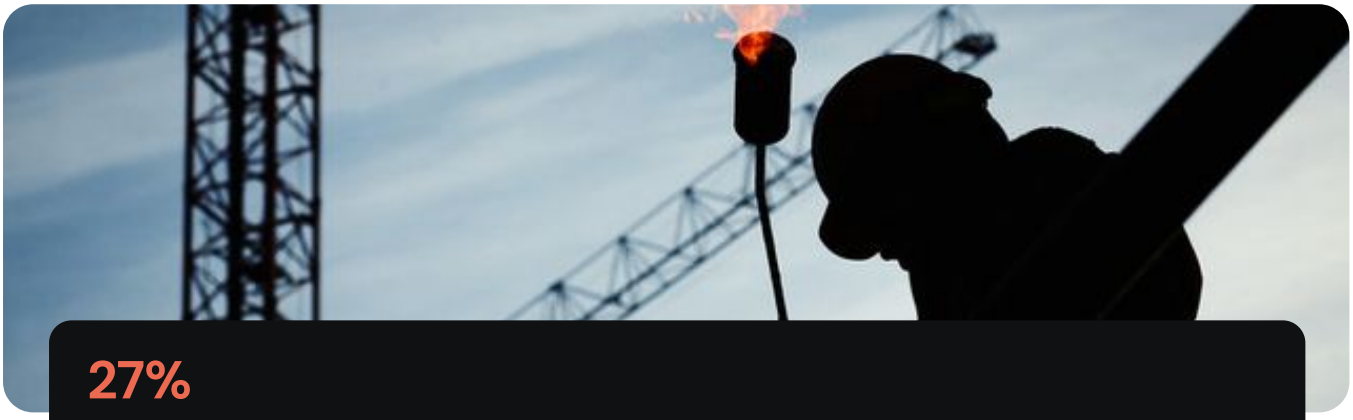
Construction UAE

A Dubai contractor cut heavy plant downtime by 27% with hour-based servicing

A Dubai construction firm serviced its excavators, cranes, loaders and generators by engine hours, checked each machine before its shift, and turned every failed check into a repair job.



27%
less heavy plant downtime

AT A GLANCE

INDUSTRY
Construction

REGION
Headquarters in Dubai, UAE

EQUIPMENT
Excavators, cranes, loaders, generators

MAINTENANCE
Central plant team serving all sites

FEATURES USED
Maintenance Work Assets

01 The client

The client is a large construction company headquartered in Dubai, with projects across several construction zones and a central plant maintenance team.

Its earthmoving machines, mobile cranes, loaders, compactors and site generators work long shifts in heat and dust. When one stops, the crew it supports stops too, and the project schedule slips.

02 The challenge

Services were planned on wall charts at each site and missed when machines moved between projects. Problems surfaced only when a machine broke down, and the plant team learned of them late.

- Service intervals were missed because hours worked were not tracked centrally.
- Defects noticed by operators were not reported until they caused a breakdown.
- Service history stayed at the site, not with the machine.
- Breakdowns disrupted project schedules and reduced equipment reliability.

03 What they set up in Asset Infinity

The firm ran plant maintenance in Asset Infinity, with service plans driven by engine hours and daily checks done on operators' phones.

Maintenance

Service plans by engine hours

Each machine's plan is based on hours run, so oil changes, filter changes and major services fall due when the work done says so, wherever the machine is.

Maintenance

Pre-start checks on the phone

Operators complete a checklist before each shift, covering brakes, hydraulics, tracks and safety devices, with hour-meter readings and photos.

Work

Failed checks become repairs

A failed item raises corrective work for the plant team at once, so a leak is fixed before it becomes a breakdown.

Assets

History that travels with the machine

Every service, repair and part stays on the machine's record when it moves to another site.

04 How it works day to day

Here is a day in the life of one excavator on a Dubai site.

OPERATOR

Runs the pre-start check

Before starting up, the operator opens the excavator's checklist on the phone, checks each item, and enters the hour-meter reading.

SYSTEM

Moves the service closer

The new hour reading counts toward the machine's service plan, and a service work order is raised when the next interval is reached.

SYSTEM

Raises a repair from a failed check

The operator marks a hydraulic hose as weeping, with a photo. That failed item raises a corrective work order for the plant team.

PLANT SUPERVISOR

Sends a fitter

The supervisor assigns the job to the fitter covering that zone, who is notified on the mobile app.

FITTER

Replaces the hose

The fitter draws the hose from the site store against the work order, fits it and records the work.

PLANT MANAGER

Plans the week's services

A dashboard shows services due by site, so machines can be serviced between shifts instead of during them.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Service timing	Wall charts, intervals missed	Plans driven by engine hours
Defects	Found when the machine broke down	Caught at the pre-start check
Repairs	Reported late to the plant team	Raised automatically from failed checks
History	Left behind at each site	Stays with the machine
Schedules	Disrupted by breakdowns	Services fitted around the work

06 How it rolled out

1

Current practice reviewed. The plant team assessed how services were scheduled and where intervals were missed.

2

Fleet and history moved. Machines and past service records were moved in, with plans and site-based workflows for each service type.

3

Operators and fitters trained. Operators learned the pre-start checklist; fitters learned to work and close jobs on the mobile app.

07 The results

- Every machine's next service is visible to the plant team, by site.
- Fewer missed services and unplanned repair gaps.
- Complete service history kept with each machine across sites.
- Fewer project delays caused by broken-down equipment.

08 Why it worked

Service on actual use

Hour-based plans fit machines that work hard on one project and sit idle on another.

Operators spot problems first

The person on the machine every morning is the first to see a leak or a fault, and now it is recorded.

One plant team view

The central team sees every site's machines, so fitters go where downtime would cost most.

09 Looking ahead

By servicing machines on hours actually run and catching defects at the start of each shift, the firm reduced heavy plant downtime by 27% and kept crews working.

The service history now kept with each machine also helps the firm decide which units to rebuild, which to replace, and which are ready to move to the next project.

See it on your own assets

A 30-minute demo, set up for a contractor or plant hire company.

The client's name is withheld for confidentiality. Results are as reported by the client.

Book a demo

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