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Site Manager v2 Release Notes

1.   Introduction

1.1   Site Manager v2 consists of 3 components: Site Manager Portal, Site Manager Analytics and Site Manager Alerts. Site Manager v2 offers an enhanced, intuitive, user interface, a new customer/user alerts view, new alerts on telehandlers and dumpers, improved reporting through Site Manager Analytics, an improved interface with Ardent's app, Checkmate and integration with Ardent's new app, Defect Manager, that is designed to improve reporting and management of damages.

2.   Customer/User Alerts

2.1   Site Manager v2 now enables alerts to be viewed at *Customer Level* and at *User Level.* Viewers can toggle between each type of alert.

At *User Level*, alerts are configured specifically for each user. Alerts are set up to be Hot (every 2 hours) or Warm (once a day) and are notified to the user by a combination of text and email. Thresholds for triggering alerts can be set at different levels and alerts can be switched on or off depending on priorities or to restrict traffic. However, in *User Level* view Site Manager Portal users have no way of knowing the extent to which User alerts are enabled or the range of alert thresholds that might be set up. Thus there is no consistent basis for reporting performance. Instead, the number of User alerts is indicative of the text/email traffic that is being despatched to users. Note that a report showing all users and their settings is available on request from sitemanager@ardenthire.com.

Customer Level alerts enables a set of thresholds to be applied across the organisation for consistent reporting. Note that the absolute values of these can differ from the thresholds applied to *User Level* alerts. Threshold values can be verified by clicking on a new button (3 dots) at the top of the screen.
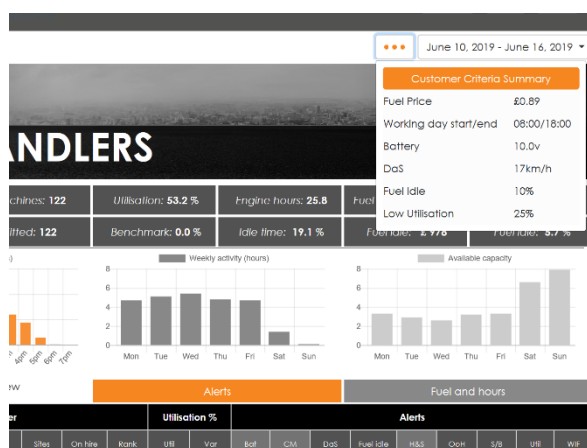
Note also that fuel prices can now also be configured by customer. Thresholds can be changed by sending a request to sitemanager@ardenthire.com. Note that changes to thresholds cannot be applied historically.

3.   New Alerts (see Appendix for a summary of available alerts)

3.1   **Telehandlers** – the following new alerts are available for telehandlers:

3.1.1   *Low utilisation reporting:* Already available as a User Level alert this is now available on the Site Manager Portal as a Customer Level alert. This shows the number of instances a machine's utilisation has dipped below a pre-set threshold. Each utilisation

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alert is an opportunity to offhire a machine and potentially save money. Note that Warm alerts sent to users include a hypertext link which prompts them to offhire under-utilised equipment.

3.1.2 *Out of Hours:* Previously only available as a Warm alert to users this is now also available as a Hot alert. This gives users the option of being notified on a real-time basis if equipment is being used outside of site hours, thus notifying of possible material pilfering, equipment theft or unauthorised lone working. Note also that Site Manager now has a feature that embargos the transmission of user alerts between certain hours. Out of Hours is also available as a Customer Level alert.

3.1.3 *Fuel idling:* Already available as a User Level alert this is now available on the Site Manager Portal as a Customer Level alert. Enables viewers to track the number of incidences where equipment idling has exceeded pre-defined thresholds. Indicative of needless CO_2 emissions and fuel wastage.   Could also indicate unattended equipment.

3.1.4 *H&S (Health & Safety):* Defect Manager is Ardent's new app for reporting damages that is downloadable from Apple iStore or Google Android. Damage categories that are categorised as 'health and safety' related are notified as a single instance to users as a Hot alert if machines are subsequently used within a 5-hour window of the damage being reported. Note this alert is designed to capture flagrant disregard of a health and safety stand-down. Notifications are not despatched outside of the 5-hour window. Also available as a Customer Level alert where reporting mirrors that in User Level alerts.

3.2 **Dumpers** - the following new alerts are available for dumpers:

On dumpers with a capacity of 5t and below:

3.2.1 *Low battery:* Available at User Level as a Hot and/or Warm alert and as a Customer Level alert. Low battery voltage indicates potential dumper start-up problems and lost productivity.

3.2.2 *CheckMate:* Interfaces with Ardent's CheckMate app which is downloadable from Apple iStore or Google Android and requires users to conduct daily safety checks on equipment. If equipment is used without a CheckMate being submitted a Hot and Warm alert is sent to the user. Hot alerts are repeated every 2 hours until the CheckMate has been submitted. Also available as a Customer Level alert where reporting mirrors that in User Level alerts.

3.2.3 *Driving at Speed* – available at User Level as a Hot and Warm alert and at Customer Level.

3.2.4 *Engine idling:* Available at User Level as a Warm alert and at Customer Level. Sends an alert if engine idling exceeds a user-defined threshold.   Could indicate an unattended vehicle. Also indicates needless CO_2 emissions and fuel wastage.

3.2.5 *H&S:* As 3.1.4

3.2.6 *Out of Hours:* Available at User Level as a Hot and/or Warm alert. This gives users the option of being notified on a real-time basis if equipment is being used outside of site hours, thus notifying of possible material pilfering, equipment theft or unauthorised lone working. Note also that Site Manager now has a feature that embargos the

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transmission of user alerts between certain hours. Out of Hours is also available as a Customer Level alert.

3.2.7 *Seatbelts:* Available at User Level as a Hot and/or Warm alert and as a Customer Level alert. Notifies users if a seatbelt is not being worn, the engine is on and the dumper is in motion.

3.2.8 *Seatbelt Loading Compromise:* Available at User Level as a Hot and/or Warm alert and as a Customer Level alert. Sends an alert where the dumper is motionless, engine is on, seatbelt is fastened and in a steady state for 5 minutes. Indicates either that the dumper has been left unattended or the operator is sitting in the dumper, suggesting that it is being loaded.

3.2.9 *Low Utilisation:* Available at a User Level as a Warm alert and at customer level. Sends an alert if utilisation breaches a user-defined threshold. Based on a 40-hour week inclusive of weekends.

On dumpers with a capacity of greater than 5t all of the alerts above apply plus the following which are available as User Level alerts (Hot and Warm) and Customer Level alerts:

3.2.10 *Blocked Air Filter:* Easily addressable by an operator without recourse for a fitter or downtime. An Ardent Site Support self-help video is available through Ardent TV to rectify this.

3.2.11 *Low engine coolant levels:* Indicates that engine coolant levels need topping up immediately to prevent machine damage.

3.2.12 *Low oil levels:* Indicates that engine oil levels need topping up immediately to prevent engine damage.

3.2.13 *Water-in-fuel:* Indicates contaminated fuel which needs to be addressed immediately to prevent machine damage. Easily addressable by an operator without recourse for a fitter or downtime. An Ardent Site Support self-help video is available through Ardent TV to rectify this.

3.3 Excavators

3.3.1 H&S: Available as Warm alerts for >9t and Hot and Warm alerts <9t. Customer Level alerts mirror User Level alerts.

3.4 Rollers

3.4.1 H&S: Available as Hot and Warm alerts. Customer Level alerts mirror User Level alerts.

3.5 Site Manager Portal includes a new Customer Level feature which greys out alerts which are switched off so that viewers are made aware that data is not being collected.

4.   Improved reporting

4.1 Reporting in Site Manager Analytics can now be viewed at User Level or Customer Level. The user interface has been improved but is essentially in the same format as previously.

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4.2   Telehandlers – new reports include trend analysis for low utilisation and fuel idling. New reports are also available for defect reporting showing the number of H&S alerts reported and defect types which are expressed as a pareto analysis.

4.3   Dumpers – trend analysis for all new alerts and defect reporting. Report showing which dumpers have been modified for Enhanced Reporting Capability (ERC) i.e. are capable of reporting additional telematics information.

4.4   Rollers and excavators – defect reporting included.

5.   Improved integration with CheckMate and Defect Manager apps

5.1   The Ardent app includes various modules to improve safety and productivity. The following modules are now integrated with Site Manager v2:-

5.1.1   CheckMate is an app used for conducting daily safety checks on hired in equipment. It eliminates the need for paper based checking systems and it alerts users if equipment is being operated in the absence of a safety check. Hot alerts are sent every 2 hours until a safety check is submitted. The system is fully integrated into Site Manager Portal and comprehensive reporting is now available through Site Manager Analytics.

5.1.2   Defect Manager is a new app for capturing equipment damage and defects. Operators can report defects and take photographs in an intuitive way that encourages transparency and immediate remedial action. Customers are invited to categorise damage as 'health and safety' (H&S) related or 'non-health and safety' (non-H&S) related. H&S damage is routed differently to non-H&S damage and is prioritised for immediate action. Where H&S damage is identified equipment must be stood down and users are notified if operators subsequently attempt to use equipment within a 5-hour period. The app is fully integrated into Site Manager Portal and Site Manager Analytics now offers comprehensive reporting on damage types and frequency.

6.   User Guide

6.1   Site Manager v2 now includes an improved user guide.

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Appendix: Site Manager v2 Alerts

Telehandlers				
Alert Type	Customer Level	User Level		User definable threshold setting
		Hot	Warm	
Low battery	✓	✓	✓	✓
CheckMate	✓	✓	✓	✗
Driving at Speed	✓	✗	✓	✓
Fuel idling	✓	✗	✓	✓
H&S	✓	✓	✓	✗
Out of hours	✓	✓	✓	✓
Seatbelt not worn	✓	✓	✓	✗
Low utilisation	✓	✗	✓	✓
Water-in-fuel	✓	✓	✓	✗

< 5T Dumpers				
Alert Type	Customer Level	User Level		User definable threshold setting
		Hot	Warm	
Low battery	✓	✓	✓	✓
CheckMate	✓	✓	✓	✗
Driving at Speed	✓	✓	✓	✓
Engine idling	✓	✗	✓	✓
H&S	✓	✓	✓	✗
Out of hours	✓	✓	✓	✓
Seatbelt not worn	✓	✓	✓	✗
Seatbelt compromise	✓	✓	✓	✗
Low utilisation	✓	✗	✓	✓

> 5T Dumpers				
Alert Type	Customer Level	User Level		User definable threshold setting
		Hot	Warm	
Blocked Air Filter	✓	✓	✓	✗
Low battery	✓	✓	✓	✓
Low engine coolant	✓	✓	✓	✗
CheckMate	✓	✓	✓	✗
Driving at Speed	✓	✓	✓	✓
Engine idling	✓	✗	✓	✓
H&S	✓	✓	✓	✗
Low oil level	✓	✓	✓	✗
Out of hours	✓	✓	✓	✓
Seatbelt not worn	✓	✓	✓	✗
Seatbelt compromise	✓	✓	✓	✗
Low utilisation	✓	✗	✓	✓
Water-in-fuel	✓	✓	✓	✗

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<9T Excavators				
Alert Type	Customer Level	User Level		User definable threshold setting
		Hot	Warm	
CheckMate	✓	✓	✓	✘
H&S	✓	✓	✓	✘
Out of hours	✓	✓	✓	✓
Low utilisation	✓	✘	✓	✓

>9T Excavators				
Alert Type	Customer Level	User Level		User definable threshold setting
		Hot	Warm	
CheckMate	✓	✘	✓	✘
H&S	✓	✘	✓	✘
Out of hours	✓	✘	✓	✓
Low utilisation	✓	✘	✓	✓

Rollers				
Alert Type	Customer Level	User Level		User definable threshold setting
		Hot	Warm	
CheckMate	✓	✓	✓	✘
H&S	✓	✓	✓	✘
Out of hours	✓	✓	✓	✓
Low utilisation	✓	✘	✓	✓

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