

GUARANTEED PERFORMANCE

Finning Canada monitors the performance of customers' generator sets across Western Canada with Cat® Remote Asset Monitoring

When a customer commissioned Cat® Finning Canada to provide a 12 MW temporary power plant last summer, a critical component of the project was the ability to provide continuous power for three months while crews worked to replace an aging transmission line.

To ensure 100 percent reliability, Finning guaranteed uptime of the plant through its use of Cat Connect Remote Asset Monitoring (RAM), which provides real-time collection and remote monitoring of site performance data in distributed energy and rental applications.

“On a project such as this, reliability and uptime are important, and with Cat remote monitoring you can see fault codes and know instantaneously that something has happened,” says Amber DeJong, a Cat rental power rep for the western region of North America. “You can monitor how much load is on each generator set, as well as check fuel levels.”

Providing data, visualization, reporting, and alerts from anywhere in the world through an easy-to-use web interface, this technology helps equipment operators and Cat dealers track and manage system operations. With RAM, dealers and power customers can:

- Flag potential problems
- Perform remote troubleshooting
- Record archives of long-term site performance history
- Use data to optimize the system and run at peak performance

“The Cat RAM remote asset monitoring dashboard is a user-friendly way to look at the current operating status of generator sets,” DeJong says. “You can flip through the screens, look at the different generators, unit by unit, or as a group. You can monitor the entire dealer fleet, or just monitor a specific

site or a specific customer or group of customers.”

Finning Canada’s power systems division has utilized conditioning monitoring since 2016. It started with two condition monitoring analysts, and has evolved into a department with six analysts who continuously monitor the performance of customers’ generator sets from a dedicated office in Edmonton, Alberta.

Finning is currently monitoring the generator sets of 63 customers who are connected through the Cat RAM technology, says Olivier Viel, a condition monitoring manager for Finning.

“We are actively monitoring the status of our customers’ generators every day, and we are prepared to monitor the entire fleet as customers choose to connect their assets to the RAM technology,” Viel says.

With six XQ2000 generators that powered the 12 MW temporary power plant, as well as transformers and two 19,813-gallon diesel fuel tanks, having additional backup was important to ensure uninterrupted power to the remote area.

“We had not only our operators onsite making sure all the daily maintenance and checks were done properly, but we also have our people continuously monitoring the condition of the units real-time back in Edmonton,” says Mike Kuzminski, an industry manager for Finning’s rental power division.

“Our analysts in Edmonton can provide real-time feedback to our technicians in the event they see something cropping up that we can recognize in advance which could lead to a shutdown,” Kuzminski says. “So, it plays a significant role in our reliability.”

If any faults pop up, the condition monitoring analysts will see it right away and notify the customer or a Finning technician in the field.

“And in case one of our technicians might be missing something directly while he’s at site, there will be a phone

fleet monitoring, which provides live troubleshooting on issues that may or may not arise on a generator set.

“A lot of customers are not actively monitoring their equipment for issues, so we remotely monitor it for them,” Roshau says. “We’re able to



call placed to the technician or to myself, and we will further investigate the issues and correct them as needed,” says Nathan Biederstat, a field service supervisor for Finning Power Systems in Calgary.

“Having our fleet connected to remote asset monitoring really gives us a second set of eyes to view the equipment and provide real-time status back to our team in the field,” Kuzminski adds. “By knowing the condition of the units, we can schedule preventative maintenance in advance.”

According to Brad Roshau, a condition monitoring analyst in Finning’s Edmonton office, the greatest benefit to the customer is remote

address issues before they turn into real problems and cause unexpected shutdowns. We can get in touch with our customers directly and protect their equipment by letting them know what’s going on and get one of our technicians out to service the generator set right away.”

Ultimately, Cat Connect with Remote Asset Monitoring is a form of insurance for customers who are either renting power or have permanent installations.

“They can concentrate on their business,” Roshau says. “And we are here to make sure their power systems or rental units remain in peak operating condition.”

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