

# **Globale-Service**

## **Introduction**

Hitachi Construction Machinery Co., Ltd.

## Opening message

Global e-Service is a system that consolidates all information that a “product” needs to maintain the highest-level performance and quality during its “life time.” For a human being, it would be the equivalent of a “health control & medical information system.”

Proper health control (maintenance) for a “product” prevents the onset of illnesses (breakdown, faults). Furthermore, in the event a problem does develop, we will provide the necessary information so that appropriate measures (modification) can be taken.

To realize this, it is important to keep “product” records. These records allow us to accurately determine “what the necessary next step is.”

We feel that by utilizing Global e-Service in such way, we would be able to transform the current service business from one that mandates “waiting” to one that “provides.” Furthermore, by achieving “lifelong” “product” performance and quality, we would be able to ensure customer satisfaction and connect it to increased profitability of the service business.

Fujio Matsuda

DX Promotion Div.  
Hitachi Construction Machinery Co., Ltd.



**00-1E-3**

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# Global e-Service Usage Authorization

## ■ Qualification

- An employee of an affiliated company of Hitachi Construction Machinery Co., a dealer with whom Hitachi Construction Machinery Co. has a dealer agreement or a company approved by Hitachi Construction Machinery, and who furthermore, has been issued an account by the Global e-Service administrator.
- Those who have carefully read the manual prior to using the Global e-Service and each application, or those who have received sufficient training.

## ■ System requirements

- OS : Windows 10  
Browser : Google Chrome (Standard Support)  
Microsoft Edge  
Please refer to FAQ in "Help System" about the support browser.

### Cautionary point

The above recommended requirements are to be set up by each company at its own expense. The use of Global e-Service in an environment other than the above is not approved, and we are unable to respond to any inquiries in such circumstances.

## ■ Warning

Each company is compelled to regularly review its Global e-Service users. In the event it is recognized that the ID of another party was used, the password was used illicitly or there was information leak, etc., we will suspend the provision of all applications to all users of that particular company. In the event of illicit use or incorrect operation by an user who has not received adequate training, the concerned company will be liable to compensate for all damages to Hitachi Construction Machinery Co. and its affiliated companies.

Hitachi Construction Machinery Co. and its affiliated companies are not held responsible for any suspended use of Global e-Service or damages resulting from information found on Global e-Service. In the event an inaccuracy is found on Global e-Service, notification should be made immediately via the product support department.

It is our understanding that All Global e-Service users acknowledge and agree with the above cautionary remarks.

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## What is Global e-Service?

Global e-Service is a service whose purpose is to gather and collect all “information (facts)” on “machines” and to share them globally.

It allows the collection and viewing of machine information from production to scrapping. Furthermore, by providing the necessary technical information to reinforce the service business, our objective is to provide stable services and increase the profitability of the used market.

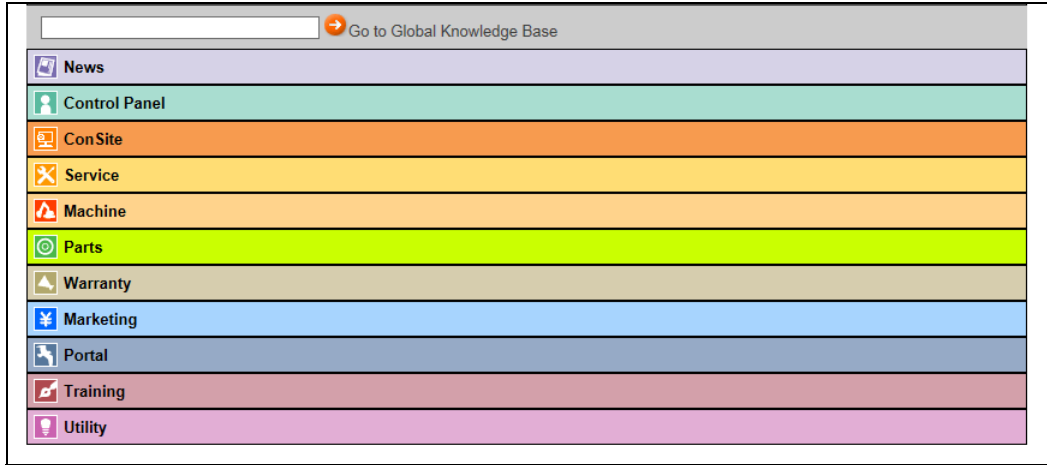
Hitachi Construction Machinery Group service bases and authorized Hitachi Construction Machinery dealers worldwide are able to use the same global e-Service by connecting to the internet. However, the service range varies according to the models handled or professional title of the user.

### ■ Features

- Globally shared machine data base
- Single source of multi-range of technical information
- One-time signing on
- Non-stop 24 hours, 365 days (Excludes scheduled maintenance)
- Multilingual
- Human-friendly interface

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# General Description of Categories



The applications of the Global e-Service are grouped into the following general categories. The menu for display varies according to the role and contract contents of the company, user's professional title and such.

## News

Lets you view the news that is registered on Global e-Service.

- News

## Control Panel

Lets you "manage your account" and "register as a member."

- My Account
- Member Registration

## ConSite

Lets you manage the contract status of the machine.

- Contract Management
- Mail Setting

## Service

Provides information to customers to support their sales and services.

- e-Cabinet
- P/B (Parts Bulletin)
- S/B (Service Bulletin)
- FIR (Field Information Report)

## Machine

Provides various kinds of machine information.

- M-Find (Machine Find)
- H/R (Machine History Registration)

## Parts

Provides information on parts.

- Global e-Parts (GEP)
- Global Order Management (GOM)

## Warranty

Lets you submit claims or warranties or to get information on them.

- Warranty Claim System (G-Claim)
- Extend Warranty System

## Marketing

Provides information on marketing.

- Parker Bay Analysis Site

## Portal

Provides documents and information required between group members.

- Portal Site

## Training

Provides training on product knowledge, service technologies, sales technologies and more.

- e-Learning

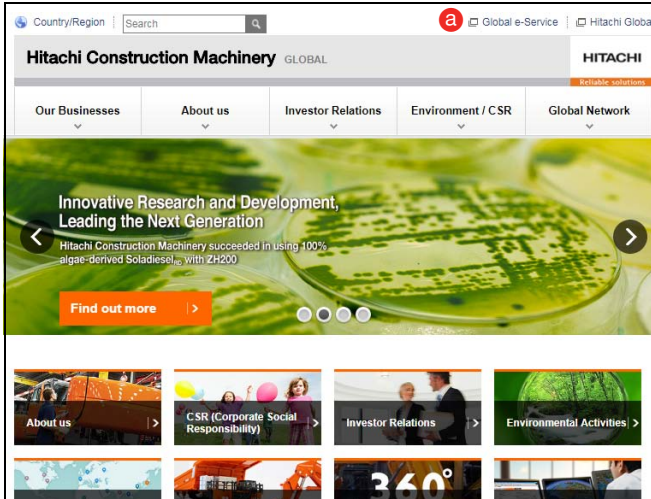
## Utility

Provides information that lets you get the most out of Global e-Service.

- Help System

00-1E-7

# Logging In



## Procedure

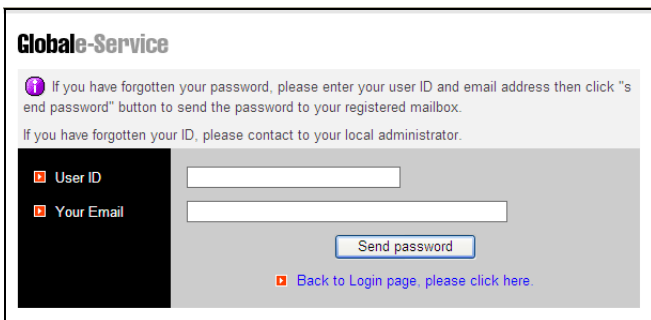
1. Open the Hitachi Construction Machinery global site and click [Global e-Service] **a** at the top of the screen.  
The log in screen is displayed.



2. Enter the user ID and password.  
In the event the screen is not displayed in your desired language, pull down the language menu and choose the language.
3. Click the [Login] button **b**.

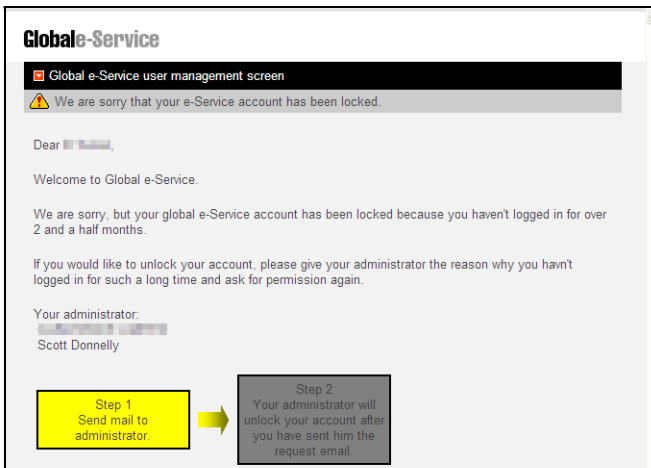
### ★ Cautionary point:

The use of a single ID by several persons is strictly prohibited. If you do not have an ID, request one to a Global e-Service administrator.



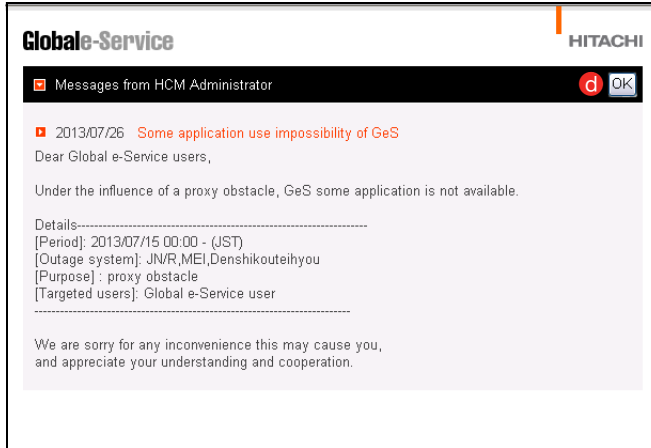
### ◆ What do I do if...

- If you've forgotten your password, click **c** and follow the instructions on the screen.
- If you've forgotten your ID, contact your Global e-Service administrator.
- If there is a security issue with your password, a screen will be displayed prompting you to change it. Please choose an alphanumeric password with at least four characters. Passwords are case-sensitive.
- If you did not log into Global e-Service for 75 days or more, your account will be locked for safety reasons. Follow the instructions on the screen. (See "Requesting Lock Release")



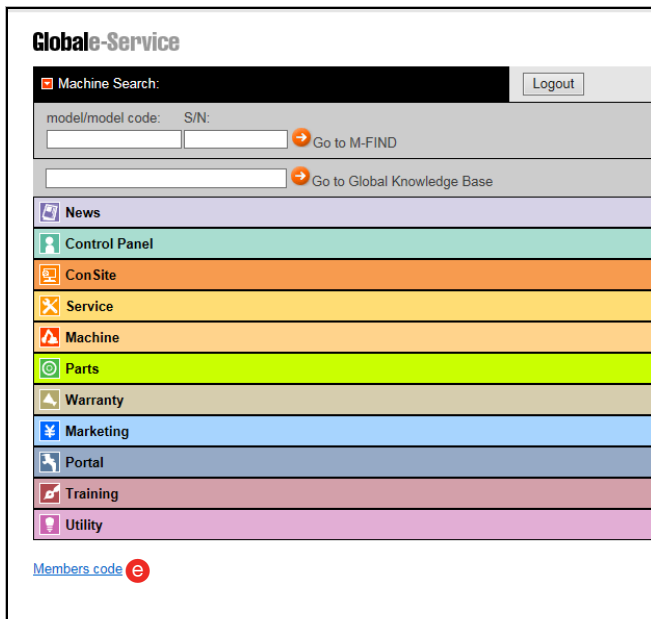
00-1E-8

## Logging In



### Procedure

4. It features important notices such as service suspension due to scheduled maintenance.
5. Click the [OK] button d.



The Global e-Service menu screen is displayed.

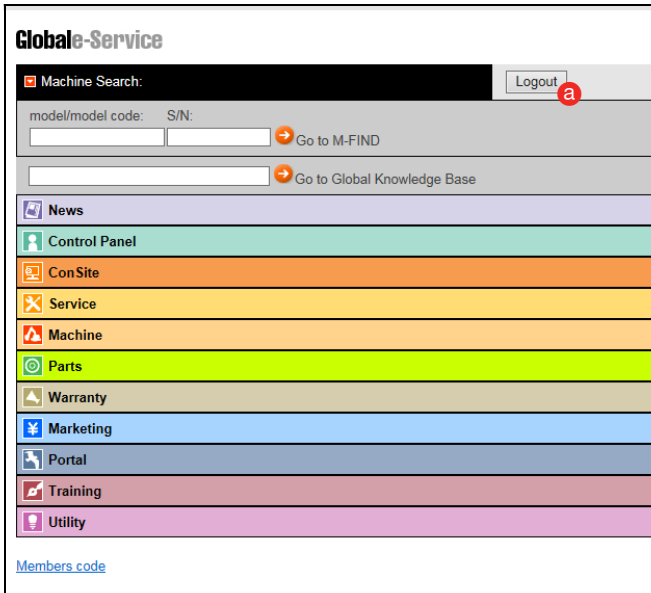
#### ★ Hint:

- The above-mentioned notice screen can also be seen by opening [News] from this menu. If there's any [Today's information], there will be an [!] mark in the menu column.
- If you log into Gloval e-Service for the first time, make sure to view the [Members code] e at the lower left of the screen.



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# Logging Out



## Procedure

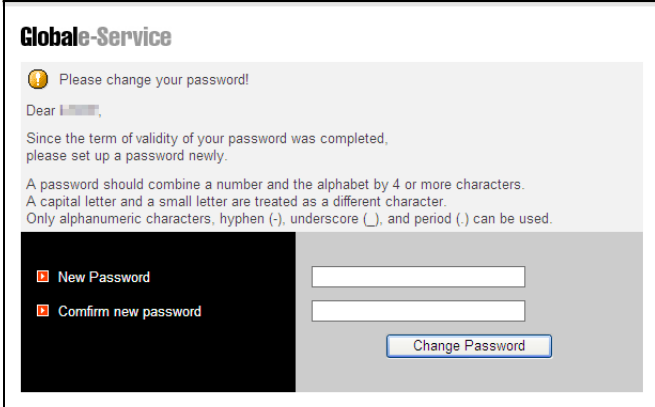
1. Click the [Logout] button **a** in the Global e-Service menu.

### ★ Cautionary point:

Always log out if you are going to leave your seat for a long time or if you are going to share the computer. Be sure to log in by using your ID.

00-1E-10

# Password Management



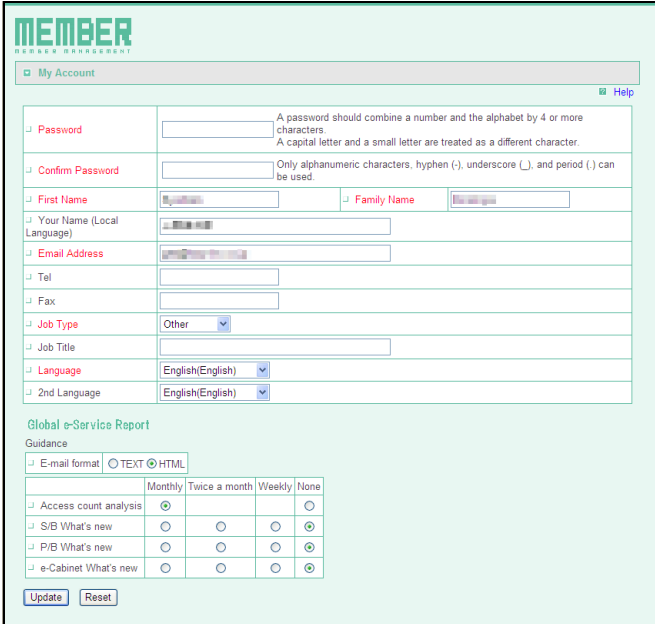
## Password management

Change the password regularly.

If it is not changed for 90 days or more, you will be asked to change it. Please set a new password when the screen on the left is displayed.

**★ Cautionary point:**

It is not possible to select a password that is the same as the ones you chose the previous five times.



## My Account

To voluntarily change the password, open [My Account] from [control panel] in the menu and change the password.

[My Account] is an important function that manages your account information.

Keep your mail address up to date as it is used as a communication-means for any applications, change procedures or notifications.

The telephone and FAX numbers are used if mail communication fails.

[Job Type] is used to confirm whether all necessary applications are made available to that "job type."

Select the language for the system, including the Global e-Service menu. When you log in, the system will be displayed in the selected language.

If two languages are selected, the search results will be displayed in both languages for all applications.

00-1E-11

## Requesting Lock Release

**Globale-Service**

Global e-Service user management screen

We are sorry that your e-Service account has been locked.

Dear [redacted],

Welcome to Global e-Service.

We are sorry, but your global e-Service account has been locked because you haven't logged in for over 2 and a half months.

If you would like to unlock your account, please give your administrator the reason why you haven't logged in for such a long time and ask for permission again.

Your administrator:  
[redacted]  
Scott Donnelly

**Step 1**  
Send mail to administrator.

**Step 2**  
Your administrator will unlock your account after you have sent him the request email.

Please enter the reason.

Send mail to administrator

### Lock release

If you don't log into Global e-Service for a certain period, your account will be locked and you will no longer be able to log in.

- 1) If you don't log in for 60 days, you will receive a warning mail.
- 2) If you fail to log in for another 15 days (total of 75 days), your account will be locked and you will need to undertake procedures to have the lock released.
- 3) If your account has been locked, the lock release request screen will be displayed after you log in. State the reason why you did not log in for a long time, apply for release and wait until the Global e-Service administrator releases the lock. You will be notified by mail once the lock has been released.

#### ★ Cautionary point:

Entering the wrong password twenty times in a row will lock the system. If this happens, contact the Global e-Service administrator.

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## Operating the Menu screen

### Menu

The categories (major items) of Global e-Service will be displayed.

Click the category to open it and to close the list of applications. (In the illustration, the [Service] and [Machine] categories are opened.)

Click the application name to display it on another screen. Two applications can be run at the same time. For example, you can study the fault diagnosis and at the same time, check the technical information and such.

### Machine Search

If you already know the model code and serial number when you wish to use M-Find, it is possible to search directly from the menu screen. This is the same operation as opening [M-Find (Machine Find)] and entering the model code and serial number.

Enter the [model/model code] and [S/N] shown in **a** and click on the icon to the right.

#### ★ Hint:

It is necessary to have the right to browse M-Find. Refer to the M-Find manual for the operations of this function.

### Global Knowledge Base

The full-text search and keyword search of documents recorded in e-Cabinet, S/B, P/B and FIR can also be performed directly from the menu screen. This is the same operation as opening [Global Knowledge Base (GKB)] and searching.

Enter the word you wish to search in **b** and click on the icon to the right.

#### ★ Hint:

It is necessary to have the right to browse GKB. Refer to the GKB manual for the operations of this function.

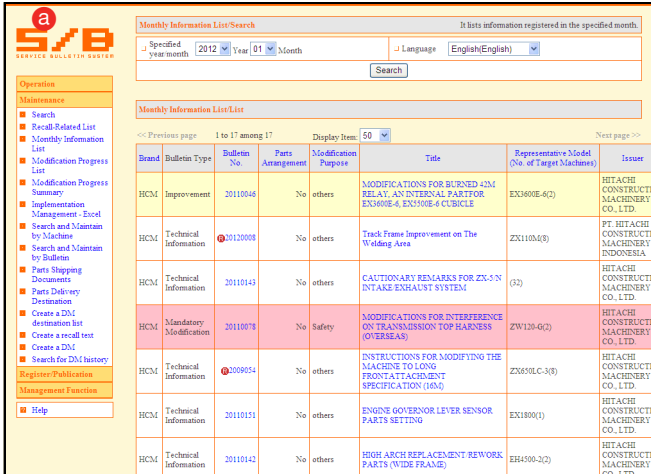
00-1E-13

# Basic Screen Structure

Each Global e-Service application has its own usage-objective, but their screen designs and operations are the same. Save time by mastering one application to use the others.

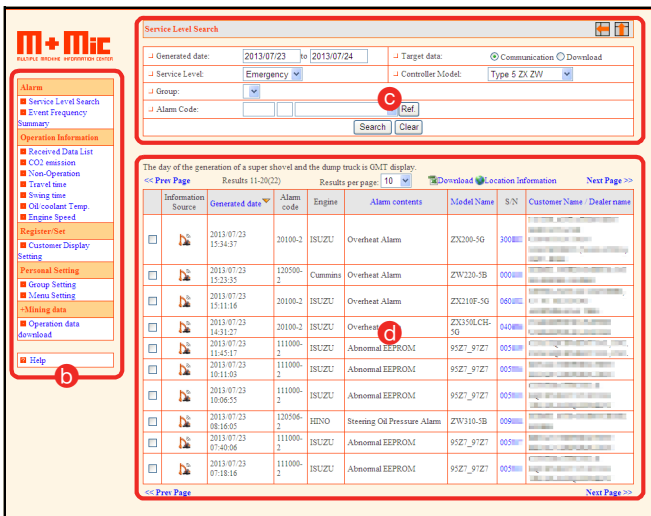
## Application icon and colors

At the top left of the screen, you will find the original icon **a** of the application that is running. This icon tells you which application is running. Click the icon of a particular application to display its opening screen. All of the applications have inherited the colors in the Global e-Service menu. The colors tell you to which category the application belongs to.



## 3-part screen structure

The screen of most Global e-Service applications is divided into 3 parts. The menu, search, results are all displayed on a single screen, making the operation easy.



### **a** Operation Menu screen:

It is found on the left side of the screen. It displays the menu of application tasks.

The operations are grouped according to the operation contents.

Turn to [Help] at the bottom of the menu when you don't know how to run the application. The manual and answers to the most commonly asked questions will be displayed.

The operation menu for the administrator comes with a gray-colored **■** mark.

### **c** Search screen:

It is found on the right side of the screen and is used for search.

Enter or select the keyword, model code, model group and such and click [Search] to display the results.

Of the search items, those with gray  mark may not be displayed to certain users. (Displayed only to the administrator, displayed only in specific countries/ regions)

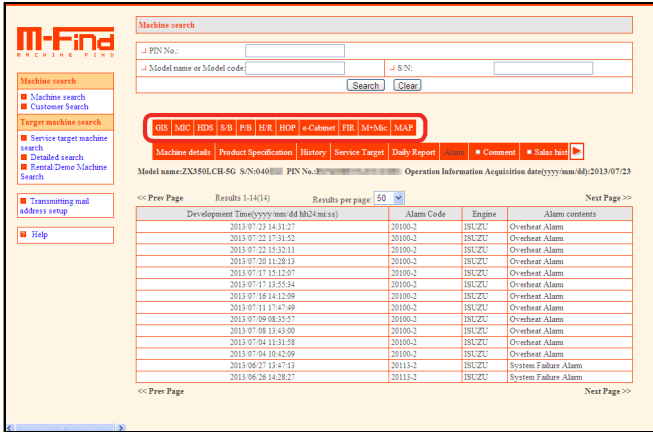
### **d** Search Results screen:

It is displayed at the bottom right side of the screen and displays the search results.

Normally, you will be able to browse through all the results. The sequence of all items that come with blue-colored links can be shuffled (sorting). 10-500 cases can be displayed simultaneously.

00-1E-14

# One-time Sign-on and Application Interaction



Simply log in once and be able to use all the Global e-Service applications. In addition to running the individual applications from the menu, the applications can be linked to each other.

For example, the M-Find screen displays the links to the other applications. Once a machine has been specified, it is not necessary to specify the model code or S/N for each application, so it doesn't take long to search for operation information, fault diagnosis, service bulletin, parts bulletin, parts catalog, references and such.

00-1E-15

# About "Help"

**M-Find** Machine search

Machine search filters: PIN No., Model name, S/N, S/N code, S/N code.

Machine details: ZN56LCH-5G S/N:0400 PIN No. Operation Information Acquisition date:2013-07-23

| Development Time    | Alarm Code | Engine | Alarm contents       |
|---------------------|------------|--------|----------------------|
| 2013-07-23 14:31:27 | 20100-2    | ISUZU  | Overheat Alarm       |
| 2013-07-23 17:31:52 | 20100-2    | ISUZU  | Overheat Alarm       |
| 2013-07-23 19:52:11 | 20100-2    | ISUZU  | Overheat Alarm       |
| 2013-07-20 12:28:13 | 20100-2    | ISUZU  | Overheat Alarm       |
| 2013-07-17 15:12:07 | 20100-2    | ISUZU  | Overheat Alarm       |
| 2013-07-17 13:35:34 | 20100-2    | ISUZU  | Overheat Alarm       |
| 2013-07-16 14:12:09 | 20100-2    | ISUZU  | Overheat Alarm       |
| 2013-07-13 17:47:49 | 20100-2    | ISUZU  | Overheat Alarm       |
| 2013-07-09 08:35:57 | 20100-2    | ISUZU  | Overheat Alarm       |
| 2013-07-08 13:45:00 | 20100-2    | ISUZU  | Overheat Alarm       |
| 2013-07-08 12:51:58 | 20100-2    | ISUZU  | Overheat Alarm       |
| 2013-07-04 10:42:09 | 20100-2    | ISUZU  | Overheat Alarm       |
| 2013-06-27 13:47:13 | 20113-2    | ISUZU  | System Failure Alarm |
| 2013-06-26 14:28:27 | 20113-2    | ISUZU  | System Failure Alarm |

There is a help link found below the operation menu for each application. When you don't know how to operate or use the application, turn swiftly to Help to view the manual or the answers to frequently asked questions.

Click [Help] to display the newest manual for the system or frequently asked questions (FAQ).

Turn to frequently asked questions (FAQ) on the kinds of measures that should be taken in case of trouble. In case of trouble, read the FAQ before you contact the Global e-Service administrator.

**HELP** Operation Manual search

Search filters: Keyword, System Name (M-Find (Machine Find)), Language (English(English)), Identifier No.

Operation Manual search result:

| System Name           | System Version | Document Version | Document Title                   | Identifier No. | Download      | Issue day  | Edit | Details |
|-----------------------|----------------|------------------|----------------------------------|----------------|---------------|------------|------|---------|
| M-Find (Machine Find) | 2011.10.10     | 27-3E(BCA)       | M-Find manual for BCA            | 697            | 1.54(0.0b)    | 2011-10-10 |      |         |
| M-Find (Machine Find) | 2011.10.10     | 27-3E            | M-Find manual for Depot & Dealer | 312            | 2.17(0.0b)    | 2011-10-10 |      |         |
| M-Find (Machine Find) | 2011.05.17     | 27-3E            | M-Find (Machine Find) for TCM    | 751            | 2.13(0.0b)    | 2011-01-31 |      |         |
| M-Find (Machine Find) | 2012.02.17     | 27-6E            | M-Find manual for KCM            | 940            | 097.65 (0.0b) | 2012-02-17 |      |         |

**Machine Find (M-Find)**  
(for Depot and Dealer)

**Purpose**  
M-Find is an application that displays the information on each Hitachi Construction Machinery brand machine (such as information on products, specifications, etc.).

**Advanced Usage**  
If you find a machine in M-Find, you can easily link to other applications such as MAP, GIS, PIB, HOP, HDS, etc.  
You can simply access to M-Find by specifying the model and the serial number at the top of the Global e-Service menu.

**Cautions**  
The available applications may be different depending on the authorization of the user.  
Machine location, operation information from the previous day and such can be viewed only for machines mounted with a communication terminal such as satellite communication terminal.  
In a machine with the DLU2 controller, the event generation date is displayed in Greenwich mean time (GMT).

Global e-Service 27-3E-1 2012.3 Duplication or transfer is prohibited.

**00-1E-16**

## **Update History**

▼ **First Edition:**           **24/10/2005**

▼ **Second Edition:**       **28/12/2006**

▼ **Third Edition:**           **20/3/2007**

▼ **Fourth Edition:**         **12/7/2013**

▼ **Fifth Edition:**           **20/5/2016**

▼ **Sixth Edition:**          **22/5/2018**

▼ **Seventh Edition:**       **16/6/2022**