

Shawmut Boosts Equipment Oversight and Reliability with Temeda

Shawmut Equipment Company, Inc., a well-respected crane sales, rental and support firm headquartered in New England, supplies its customers with a variety of cranes, boom trucks and other heavy equipment, covering a large territory that spans both the Northeast U.S. and Atlantic coast of Canada. Serving customers in industries ranging from construction to telecommunications to wind power, the firm has been in business for more than 60 years — and has a long history of fine-tuning its equipment management protocols.

Before Temeda, Shawmut had been using logistics technology that was lacking in accuracy and innovation, but management knew they would benefit from a more robust equipment information flow — from operating status to maintenance alerts and more. When Shawmut customer North American Crane & Rigging LLC told his rep about Temeda, management was intrigued. Once the firm fully explored the capabilities of Temeda's technology with local supplier Janus Logistics, they were sold.

Today, Temeda is empowering Shawmut with an array of information, from diagnostics to odometer readings, GPS coordinates and other valuable data. All of this intelligence flows directly into the Temeda solution — and then into Shawmut management's hands in the form of robust reporting, multi-layered condition analysis and more.

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Shawmut Marketing Director



“We saw the product and it was just what we were looking for,” says Shawmut Marketing Director Kate Costelloe. “We wanted GPS location, hours, geofencing and other information, but what really excited us was Temeda’s ability to strengthen our customer service and preventive maintenance programs.”

A “Port” to a Better Outcome

Shawmut had used other telematics service providers previously to track over-the-road truck locations, fuel usage and other basic information, but they lacked the sophistication available with Temeda technology. “Those solutions didn’t have the reporting and features that we get with Temeda by being able to plug into the crane, which was a nice part of the solution and provides additional valuable information,” Costelloe reports.

The feature to which Costelloe refers involves a module that plugs into the diagnostic port of each crane, enabling it to feed real-time diagnostic data back to the Temeda system. “Basically, every crane is equipped with a diagnostic port, and Temeda offers 15 different adaptors that can go into the various types of cranes,” Costelloe says. “A crawler will use a different adaptor than a boom truck, and Temeda has been able to accommodate anything we needed to equip our entire fleet. Temeda is working continuously to provide more and more data from the manufacturers through this port.”

"If we get a piece of equipment for which no adaptor is available, [Temedas technicians] can hardwire into it and obtain GPS location and usage data," Costelloe continues.

Reporting that Provide Quantifiable Value

Shawmut is also making very productive use of the Temeda reporting features, Costelloe notes. "When we rent a crane, there is an understanding that the customer will use it according to the lease agreement," Costelloe says. "We track equipment idling and hourly usage, and the reports from those activities allow us to see how many hours the customer is using the crane, the location of the crane, etc."

"GPS is helpful for a lot more — including equipment service, theft prevention and ensuring billing accuracy," she adds. "It really hits every aspect of the business."

Bottom-Line Benefits

While Temeda's technological innovation gives Shawmut better insight into and control of their equipment, Costelloe cites other value-added benefits as well. "A lot of our customers need crane service at certain intervals, like 250 hours. Temeda tracks the usage hours and alerts us when a tech should go out to the crane and provide preventive maintenance to customers," Costelloe says.

"This makes it easier for our Service Department, because they no longer have to call the client and ask how many hours they have used. We can see the hours in the system and approach our customers about maintenance proactively."

Costelloe also likes Temeda's flexibility about GPS module installations. "We have a huge team of mechanics who understand how to do the installations, which are easy," she says. "This approach makes it easier for us, as well. I keep a small box of spare modules that we can install — or take out if any equipment is sold. That is a huge benefit, because we don't have to log a ticket and wait for somebody to come out."

Dedication to Excellence

When asked about customer service, Costelloe's appreciation is evident. "I never know what equipment will come into our fleet next, from a rental standpoint," she says. "The customer service overall has been excellent, working with us on whatever we need. I have really come to trust the customer service team at Temeda and appreciate their quick response time."

She saves special praise for Temeda Vice President Scott Barnes, who she says has gone overboard to ensure Shawmut's satisfaction. "Scott showed me how to upload a maintenance list into the system so we can track what components were replaced and when, and what needs to be done on certain service intervals," says Costelloe.

Costelloe also appreciates Temeda's forward-looking approach — and dedication to making the solution even better. "They are giving us the ability to grow with them and offer our opinions on new innovative advancements," she says, "Temeda is really gearing their solution towards our industry, and we'll be able to track machines without having to go anywhere near them. That is why we chose them."

About Shawmut Equipment Company, Inc.

Since 1957, Shawmut Equipment has served the equipment industry as a crane dealer with an unwavering commitment to customer satisfaction. A third-generation, family-owned company, Shawmut represents the Manitowoc Crane Group — including Manitowoc Crawler Cranes, Grove Mobile Hydraulic Cranes, GMK All Terrain Cranes, National Boom Trucks and Potain Self Erecting Cranes — and carries a variety of utility equipment. Shawmut Equipment serves customers in six New England states: Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island and Vermont, as well as the Atlantic provinces of Canada: New Brunswick, Nova Scotia, Prince Edward Island and Newfoundland. Shawmut's Service Department offers the most skilled and knowledgeable factory-trained technicians in New England and the Canadian Maritimes, and Shawmut's Parts Department has the parts in stock and expertise to get equipment owners the parts they need, quickly. For more information, visit www.shawmutequipment.com.



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