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### **HITACHI**

The Hitachi Construction Machinery Middle East Corporation FZE magazine

**Electrical System Integrator** 

**Reliable Solutions** 

# DIESEL TO **ELECTRIC CONVERSION**

Upgrade your diesel engines to electric



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Sr. Manager - Sales Department

As I step into my new role as Senior Manager for the Sales Department - Construction Division of Hitachi Construction Machinery Middle East Corporation FZE (HMEC), I am excited to embark on a journey of growth, innovation, and collaboration with you all. I am certain that together, we can overcome challenges, seize opportunities, and strive for excellence throughout 2024.

The construction industry in the Middle East region continues to evolve, presenting both challenges and opportunities for all stakeholders. Countries such as Saudi Arabia, the UAE, and Qatar are at the forefront of ambitious economic diversification and infrastructure development plans, driving growth and innovation in the

With a growing emphasis on innovation and sustainability, customers are increasingly adopting digital technologies to enhance efficiency and minimize environmental impact throughout the project lifecycle. Additionally, with the rising demand for green building practices and sustainable infrastructure solutions, Hitachi is also evolving to cater to drive progress and deliver value to our customers in the region.

In line with this, we launched several of our latest products including the Hitachi new 7G series of excavators. The product line up from 34 tons to 85 tons operating weight and a range of bucket capacity options will enhance profits of businesses by reducing fuel consumption, improving operator controllability and operability, and boasting a highly efficient engine with proven durability.

The new Hitachi Backhoe Loader Model Shinrai Power BX100 is equipped with a powerful 99Hp engine. With an operating weight ranging from 8.6 to 8.8 tons, this model offers various backhoe and loader bucket options, along with best-in-class features. At Hitachi, we understand the importance of reliability and performance, especially in demanding environments like the Middle East, and have rigorously and extensively tested these machines to ensure their suitability and durability

HMEC is committed to continuously developing a comprehensive product lineup for our customers. With our steadfast focus on product reliability and the Kenkijin spirit, we are confident of exceeding their expectations. We remain at your service, today and always.





# New Hitachi -7G Next Gen model is a hit in Salalah, Oman

#### The new ZAXIS-7G model wows customers in Salalah. Oman, with its fuel economy and performance

ver the years, the Dhofar region of Oman, of which Salalah is the main city, has become a bastion of Hitachi Construction Equipment. The region is well known for its quarrying industry, with the rolling hills made of enough gypsum, limestone and various other rocks and minerals to keep quarries and mines in business for eons. And when it comes to extracting those resources from the hills, it's the orange booms of Hitachi machinery that is most common in the region.

Indeed, the Japanese giant has such a stranglehold on the Salalah quarrying industry that its distinctively orange

coloured machines can be seen digging and loading away on various quarry sites, painting corners of the hillsides orange with the trademark Hitachi colour.

On one such hill, high above Salalah city, mining and quarrying major Global Mining Company (GMC) is producing gypsum in an open-pit, blast-and-load quarry, moving thousands of tonnes of materials per day with an all-Hitachi fleet of large hydraulic excavators.

The scenario is typical of several other such operations in the region, says Jumaa Mujzoub, Deputy General Manager - Sales,

at Al Fairuz Trading and Contracting Co. LLC, the authorised distributor of Hitachi Construction Machinery in Oman.

"The saleable product that GMC is producing here is gypsum, with particle sizes of 5-50mmm, and 50-120mm. The 0-5mm particles have to be segregated because they cause dust pollution while being transported. GMC's operations include usage of breakers and constant loading of various gypsum rocks and aggregate on the dumpers. On evaluation with GMC is the all new Hitachi ZAXIS 490LC-7G model, with an operating weight of 46-49 tonnes," Mujzoub says.

"GMC is very satisfied with this new Hitachi machine and they have shared their feedback with us, stating that they are happy with the reduced fuel consumption and the machine's speed."

Al Fairuz has been the Hitachi distributor in Oman since the 1970s. In 1981, it established its branch in Salalah, and since then, has have been supplying Hitachi machines to the area.

Explaining Al Fairuz's success, Mujzoub says: "It's been over 40 years now and the early mover advantage helped us to gain a secure foothold here in the Salalah region. And of course, with the superior quality of the Hitachi machines, it was always a foregone conclusion that with able support and aftersales back-up, the robust Hitachi machines would dominate a market primarily built on quarrying. And that is what has happened." Mujzoub adds that GMC is among the several business in the territory that Al Fairuz enjoys a great relationship with, a relationship that has been built up over the years through the supply of reliable Hitachi machines and ensuring their complete uptime with full back-up support in terms of parts and service.

After Hitachi held the official launch ceremony for the new ZAXIS-7G range in Muscat earlier in the year, Al Fairuz approached GMC for the demo and evaluation of an unit from the new range. to which the customer, which is already satisfied with the Hitachi machines it owns, readily agreed.





Yasi Ahmed Tabouk, Quarry Manager at the GMC gypsum quarry near Salalah, explains it better: "We have developed a great relationship with Al Fairuz over the years and we've been using Hitachi machines supplied by them in our quarry for over decades now. So when we were approached to trial the new Hitachi 7G excavator, we did not hesitate.

"We are already using several units from Hitachi's previous ZAXIS-5G range, which have always proved very reliable, robust and excellent for our operations. We have eight Hitachi machines working long hours on our quarry at this moment. These are four units of the 470 model and four of the 350. We have been dealing with Hitachi since 2015 and, until now, every year we have bought at least one Hitachi machine through Al Fairuz, sometimes more.

"So, having the new ZAXIS-7G machine on trial was a no-brainer when it was suggested to us. And not only have we not been disappointed, we have actually been elated by the way the new 7G machine has performed."

The ZAXIS 490LC-7G model on evaluation with GMS is a powerful new machine with the capability to take bigger bucket sizes, which is vital in the quarrying business, Tabouk adds.

"The new Hitachi 7G machine that is here with us for evaluation has logged over

600 hours now. It is a big improvement in performance and even more so in terms of fuel economy. In fact, the most pleasantly surprising aspect of this new machine is its excellent fuel economy. It is consuming around 10-11 litres per hour less than the previous machines, which already had satisfactory fuel economy figures. The savings this gives us in our operations is not small at all

"The machine's cycle time and swing speeds are fast, which makes for faster loading - and that improves our bottom line. Also, our operator seems very happy to use it, and has praised the comfortable cabin. It is a safe machine, with its camera systems and other safety features.'

#### Operator's delight

The operator. Mohammed Irfan, was all praise for the new Hitachi. Describing his user experience, he was bubbling with excitement, as if he had found an exciting new toy.

Irfan has been operating excavators for over 10 years now, two years in his home country of Pakistan and eight years with GMC. He has operated some other major brands of excavators but now works only on Hitachi with GMC. Irfan was nominated by GMC to operate and test out the new Hitachi ZXIS 490LC-7G that is being evaluated on the quarry, and he is in love with the new machine





"I really like this new machine. I would prefer it a lot over other brands, and even over the other Hitachi models that I have operated in my time with GMC. The cabin of this machine is much more comfortable, more spacious and welcoming. The airconditioning works very well and cools fast, and I found the seat and all the controls to be comfortable. The glass area is also wide for a better view. In my 600-plus hours with this machine, I've felt completely at home in the cabin, that too from day-one.

"And it's not just the cabin; while using the controls, the hydraulics seems more powerful and the joystick more responsive. The cycle times are quicker due to its higher power and it has proved better and faster for loading," Irfan gushes.

"For the minor checks and routine maintenance tasks that I need to do as an operator - such as checking the filters and engine oil levels - all the access points are easy to get to.

"And the best part of this new machine seems to be the fuel economy. I don't know what Hitachi has done but it's using around 80 litres less fuel per shift in every shift that I'm doing on it - that's around 10 litres per hour."

#### Pleased plant manager

The man who oversees equipment maintenance at GMC. Muhannad Ramdhani, Plant Manager, is another fan that the Hitachi ZAXIS 490LC-7G has made in the Salalah quarry in the short time it has spent so far at the place.

"This new Hitachi came to us recently for evaluation, and in the few weeks that it has been here, we have worked it for more than 600 hours now. I have gathered a lot of

data, and for me what stands out is the fuel consumption figure," Muhannad says.

"We've noted a big advantage on this new 490LC-7G – and that is the fuel economy. In the data that I have gathered, t is around 10 litres per hour lower than the other machines we have. The operations team is also happy with this figure and very satisfied with the machine's speed. This machine is capable of using larger buckets, which will have a great positive impact on loading time and further improve economy and reduce wear and tear, because the loading can be done with fewer passes.

"The built in cameras on the machine that provide the operator a 360-degree view outside is also a great plus for safety, which is very important for us at GMC."

The GMC plant manager adds that the new 7G machine's cooling system is also larger, which is god for performance and longevity. "As you can see, in such a quarry environment with rocks and dust all around, it is almost always hot, corrosive and oppressive, with the summers being especially scorching. But this machine seems like it will deal with those extremes with ease. We have always been satisfied with the performance of our Hitachis and also with the support that the dealer is providing us. These are the main reasons why we are Hitachi customers. So far as this new model goes, we are very happy to test out this machine and we are looking forward to having it on our team soon. This new 490LC-7G will be our ninth Hitachi."

Elaborating further on the dealer support, Al Fairuz's Mujzoub explains: "From the service, maintenance and after-sales standpoint, we try to do as outstanding a job as we can for our Hitachi customers. They can call us anytime, for all kinds of support, whether parts, service or repair of any sort. "Of course, they don't need our services very often. The Hitachi machines have always provided users trouble-free

GMC's Hitachi units are now approaching 45,000 hours of usage and are still providing full uptime and high performance. Usually, when a machine approaches 50,000 hours you have to do bumper to bumper repair, with jobs such as engine overhauling, but we don't think GMC's Hitachi units will need that yet. They are very happy with their Hitachis and with the way we have supported them.

"I think that with the way this new Hitachi ZAXIS 490LC-7G has performed in its evaluation with GMC, their faith and happiness in Hitachi machines has

performance in the evaluation in terms of fast cycle times, loading power and operator comfort, and especially the fuel savings, this new machine will soon join the GMC fleet, because it is a machine that can shine in various applications and job-sites." Summing up the new ZAXIS-7G series machines, Piet van Bakergem, General Manager, Marketing, Hitachi Construction Machinery Middle East Corporation, adds: "This new machine is the replacement for our 5G models, which we have been supplying since 2013. We've done a complete overall improvement of the machine, giving importance to all operational aspects, including efficiency, speed, fuel economy and operator comfort.

"As the new generation to replaces the 5G range, we did plan and execute all sorts of improvements, but having them validated by a customer in a real job-site situation - there cannot be a substitute for that. We knew when we were developing this new series that there would be several improvements, but the achieved fuel savings in such tough quarrying conditions as we saw in Salalah is very good to hear. It provides customers with very fast return on investment, simply through fuel savings.

"And with all the rest of the improvements that the new 7G series offers, we're sure that more and more users will find in invaluable in their operations, as GMC are doing."







# HMEC and Boodai celebrate 10 years of partnership & success

itachi Construction Machinery Middle East Corporation FZE (HMEC) and Kuwait-based Boodai, the supplier of the most reliable and reputable brand names of construction equipment and industrial Tools, proudly announced the celebration of their 10-year partnership milestone. This significant achievement marks

a decade of collaboration, growth, and shared success between the two companies. Throughout the past decade, Hitachi and Boodai cultivated a strong partnership founded on mutual trust, shared values, and a commitment to excellence. Together, they have achieved significant milestones that have not only transformed their respective businesses

but have also made a positive impact on the industries they serve.

To celebrate the remarkable decade of partnership, HMEC visited Boodai to express gratitude and present awards in acknowledgment of Boodai's loyalty, support, and substantial contribution to the success of Hitachi's business in the region. HMEC representatives thanked officials and other personnel at Boodai for conducting effective sales and technical training sessions to ensure that dealers have a comprehensive understanding of Hitachi products and their value proposition.

HMEC took the opportunity to introduce Boodai to potential customers and showcase the innovative Hitachi ConSite Application. Through interactive demonstrations, customers gained firsthand experience of the ConSite Application's key functions, features, and benefits, enhancing their understanding of how Hitachi products and technologies can optimize their operations.

Looking ahead, Hitachi and Boodai remain committed to continuing their partnership and build on the successes of the past decade to create even more opportunities for growth and mutual prosperity.





"We have a fleet of 26 units of mini excavators; each of these excel in performance, showcase unparalleled versatility, and boast outstanding fuel efficiency."

## Meet Tony Singh: The largest Hitachi mini excavators fleet owner in Qatar

n the dynamic landscape of Qatar's construction industry, one name stands out for its commitment to excellence and innovation – Image Contracting & Trading company. The prestigious company is led by the visionary Tony Singh, owner, and Managing Director, and recognized as the largest Hitachi Mini Excavators fleet owner in Qatar.

A key player in Qatar's construction sector, Image Contracting & Trading WLL specializes in large-scale multidiscipline projects within the infrastructure sector. From building works to roads and utility projects, the company's footprint is evident in the nation's most prestigious endeavors, including the iconic beautification of the corniche and active participation in the 2022 FIFA World Cup initiatives.

Central to the growth story of Image Contracting & Trading lies the dedication and foresight of Tony Singh and the strategic partnership with Hitachi Construction Machinery Middle East Corporation FZE (HMEC), forged on a shared commitment to quality and reliability. The company first purchased its first mini excavator in 2022. It has since expanded its fleet and today, their fleet boasts an impressive assembly of 35+ Hitachi equipment comprising of 26 units of mini excavators ranging from 1.7 to 6 tons, 5 units of 20-ton wheel and track excavators. 1 backhoe loader BX100.

and 3 walk-behind rollers and 3 Okada breakers.

A defining moment for Image Contracting & Trading came with the delivery of 7 Hitachi machines at a project site in Alkheesa Area, Doha, on October 31, 2023. This ceremonial handover, attended by key stakeholders from HMEC and Arabian Supply Center, underscored the enduring partnership between the entities and affirmed Image Contracting & Trading's position as a leader in Qatar's construction industry.

Ahmed Choudhary, Manager - Sales Department of HMEC was present at the handover ceremony. Representatives from Arabian Supply Center included Praveen Hubli, Senior Operations Director; Venkat Subramanian, Divisional Manager Parts/Tires and Lubricants; Mohammed Rashid, Manager- Machinery Sales and Rental;

and Gamal Hasib, Manager- After-sales Service Support.

Speaking about his preference for Hitachi equipment, Tony Singh emphasized that his choice stems from the brand's global reputation for quality, reliability, and durability. He said: "These machines don't just get the job done; they excel in performance, showcase unparalleled versatility, and boast outstanding fuel efficiency." He also highlighted Hitachi's user-friendly operation, and cuttingedge safety and technology features like ConSite that sets the equipment apart in a competitive market and elevates his business to new heights.

Image Contracting & Trading's strong confidence in Arabian Supply Center is built on their dedication to offering comprehensive solutions and ensuring customer satisfaction. "Arabian Supply Center doesn't stop at delivering equipment; they go the extra mile with excellent after-sales service support, maintenance contracts, machine warranties, and team training," explained Singh.

Praveen Hubli, Senior Operations Director at Arabian Supply Center, said: "The fact that Tony Singh is a repeat customer speaks volumes about ASC's unwavering commitment to continuously add substantial value to our customers' businesses. Through the consistent delivery of high-quality products and unmatched after-sales services, we aim not only to meet but exceed our customers' expectations, making our collaboration not just transactional but a reliable and efficient partnership. Our goal is to be a long-term strategic ally, ensuring that we contribute significantly to the growth and success of our customers' enterprises."





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# **HMEC** and Hagbes celebrate innovation and partnership at ETHIO-CON 2023

itachi Construction Machinery Middle East Corporation FZE (HMEC), in collaboration with Hagbes Pvt. Ltd. Co, a key dealer and partner of HMEC in Ethiopia, showcased their products and services at ETHIO -CON 2023, Ethiopia's largest international construction exhibition. The annual flagship event, organized by the Construction

Contractors Association of Ethiopia (CCAE), serves as a hub for industry leaders to converge, exchange ideas, and forge partnerships.

At the 17th ETHIO - CON, held from October 12 - 15, 2023, HMEC and Hagbes, one of the largest multi-sector private organizations in the country, highlighted their commitment



to serving the Ethiopian construction market with a wide range of construction machinery products renowned for their reliability, efficiency, and high performance. In the presence of more than 100 local and international exhibitors and 1000+ visitors. HMEC and Hagbes showcased the latest innovations, technologies, and solutions shaping the construction landscape in Ethiopia.

# Key handover to mark 10th year celebrations of Hagbes Pvt. Ltd. Co.



n December 2023, Hagbes Pvt. Ltd. Co. celebrated its 10th year milestone with a special ceremony marking the handover of 19 units of ZX350H-5G Hitachi Excavators to the Development Bank of Ethiopia, a key customer.

The excavators were handed over as part of a lease financing scheme, enabling the bank to distribute them to deserving customers across the country.

The ceremony, attended by the bank's President, Vice-president, management team of Hagbes, and representatives from major media outlets including the Ethiopian Broadcasting Corporation (EBC), marked a significant milestone in the partnership between Hagbes and Hitachi.

The handover ceremony not only Hagbes' decades-long commitment to excellence but also providing top-of-the-line construction machinery to support Ethiopia's infrastructure development initiatives. Hagbes Pvt. Ltd. Co. employs a workforce of roughly 640 people, spread across a dozen locations around Ethiopia









# DBC Makina and Hitachi Construction Machinery Middle East (HMEC) sign Distributor Agreement

urkey-based DBC Makina Sanayi ve Ticaret AŞ, a leading provider of innovative drilling technology solutions, announced a strategic distributor agreement with Hitachi Construction Machinery Middle East Corporation FZE (HMEC), effective August 2023. Under the agreement, HMEC has been appointed as DBC's exclusive distributor for a significant number of countries in the Middle East, Northeast Africa, and India.

The agreement marks a significant milestone for both organizations and will create synergies for both DBC and HMEC and allow them to provide much higher levels of service and solutions to the mining industry.

DBC Makina Sanayi ve Ticaret AŞ, established in 1991 is the main distributor of Diamant Boart Craelius group, and has since become a global leader in drilling technology. Through intensive product development and production efforts, the company has positioned itself as one of the world's foremost providers of 'Total Core Drilling Technology', boasting superior quality and innovation.

With a commitment to research and development, DBC has prioritized the advancement of its offerings, and developed two projects supported by Tübitak. It has also obtained numerous patents and utility model documents. In line with the company's dedication to quality, it established a highly advanced materials and measuring laboratory, while its engineering department is equipped with a comprehensive library of resources containing more than 20,000 books.

Currently, all activities are carried out in the factory with a closed area of 12500 m2 located in Kocaeli-Dilovası Kobi OSB. In addition, a second factory with a closed area of 12500 m2 for manufacturing drilling rods became operational in October 2023. The company conducts all design and manufacturing processes in-house, utilizing cutting-edge CAD/CAM technology and advanced CNC machines.

All machines manufactured at the company are CE certified and are presented with very detailed spare parts and operating books. The S-25 which is the core drill rig with the deepest drilling capacity on the market has successfully completed 2000m HQ drilling

in the UK and was the subject of a BBC documentary

The company's commitment to safety and innovation is exemplified by the development of a robotic arm to enhance rod handling safety, as well as the forthcoming launch of computer-controlled drill rigs designed to meet evolving industry demands.

DBC Makina Sanayi ve Ticaret AŞ excels in the production of diamond drill bits under the brand name FASTDRILL, catering to diverse drilling applications with customizable solutions. Notably, the company has achieved significant success in advanced mining countries such as Canada and Sweden, demonstrating its ability to deliver superior performance and tailored solutions.

In addition, within the scope of state-owned oil and gas company Turkish Petroleum's (TPAO), localization project, the matrix body PDC drill used in oil and natural gas drilling was produced by DBC for the first time in Turkey and superior performance was obtained compared to the US product drill bits that were previously used. The company's expertise in heat treatment processes, particularly in wireline rods, underscores its commitment to quality and innovation. In order to meet the current demand, the construction of a new factory for the production of drilling rods was started and a production capacity of 200,000 units/ year was foreseen first.

Looking ahead, DBC Makina Sanayi ve Ticaret AS remains dedicated to meeting the evolving needs of the mining industry, with ongoing initiatives including the development of blast hole drilling machines and expansion plans to meet growing customer demand.



# HMEC recognizes outstanding performance in annual SPE contest

itachi Construction Machinery Middle East Corporation (HMEC) has reaffirmed its commitment to excellence by actively encouraging dealers to prioritize Service and Parts Engineer (SPE) activities through annual contests. At the contest held in FY 2023, Mithat Atasoy, representing the ENKA sub-dealer Emek İş Makinaları, was named the winner of the prestigious contest.

The award ceremony was held at Emek İş Makinaları's facility, where representatives from HMEC and Hitachi Construction Machinery (HCM) gathered to honor Mithat Atasoy's outstanding performance.

His dedication and proactive approach were highlighted through two key achievements:

Report submissions: Atasoy submitted an impressive total of 206 reports, demonstrating meticulous attention to detail and commitment to quality.

Sales closings: With a proactive approach in reaching out to customers, Atasoy drives sales and fosters strong client relationships.

The essence of SPE activities lies in customer-centricity. By actively engaging with customers, understanding their requirements, and providing timely solutions, dealers like Emek İş Makinaları contribute significantly to the overall success of Hitachi Construction Machinery.









# ASC and Hitachi **Construction Machinery** Middle East (HMEC) collaborate successfully at Open Day in Doha, Qatar

itachi Construction Machinery HMEC) participated in the Open

(ASC) in Doha, Qatar. The event, held on March 5, 2024, was a true testament

engage directly with leading professionals

ZW220-5A, ZX190W-5A, ZX350H-5G, and superior performance capabilities.

Memorandum of Understanding (MOU) commitment to collaborate on the sales and maintenance of HSC cranes. This to their clientele. More than 150 industry professionals and enthusiasts visited the Open Day, which served as a platform Municipalities across Qatar.

led to its repetition two weeks later, further the Qatari market and highlighting their dedication to customer satisfaction and industry advancement.

















## HMEC hosts successful -7G Next Gen Launch event

itachi Construction Machinery (HMEC) successfully hosted the

featuring the introduction of the BX 100

experience for attendees.

agenda including product presentations,

The event concluded on January 31 with destinations after having gained valuable insights from the -7G Launch.













Earthmoving Middle East North East Africa May Edition | 2024



# WHEN THE GOING GETS TOUGH, HITACHI BX100 **GET GOING**



**Bucket Capacity** 

Operating Weight





# HMEC reaffirms dominant position in mining industry at KSA Future Minerals Forum 2024

itachi Construction Machinery Middle East Corporation FZE (HMEC) participated in the Future Minerals Forum 2024, held from January 9-10 in Riyadh, Saudi Arabia.

HMEC joined esteemed industry leaders, experts, and stakeholders from around the world at the global platform designed to enable the creation of resilient mineral value chains in the vast resource-rich regions of

Africa, Western and Central Asia.

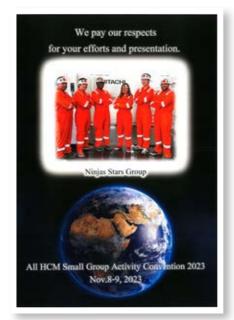
This premier event provided an invaluable opportunity for sharing insights, exploring future prospects, fostering international collaborations, and unlocking opportunities within the sector.

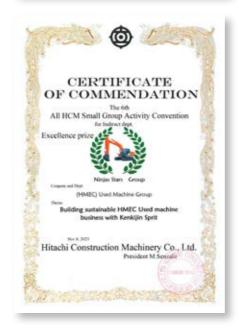
HMEC participated in this significant mining-focused event in Saudi Arabia with the support of its partner, Arabian Truck &

Construction Equipment Co. (ATEC).

At the Future Minerals Forum 2024, HMEC showcased its prowess in the mining industry through both Hitachi Construction Machinery (HCM) and DBC Makina Sanayi ve Ticaret A.Ş., its partner for exploration of drill rigs. This participation underscored HMEC's dominant position within the sector, reaffirming its commitment to innovation, excellence, and global leadership.







# HMEC participates in annual All HCM Small Group Activity Convention

itachi Construction Machinery Middle East Corporation FZE (HMEC) recently participated in the annual All HCM Small Group Activity (SGA) Convention held in November 2023. The convention, organized in two categories for Direct and In-Direct departments, marked significant milestones for both departments within HMEC.

The SGA convention for Direct Departments celebrated its fifty-first iteration, while the Indirect Department convention marked its sixth gathering. HMEC participated in the In-direct Department Convention for the second time, showcasing its dedication to continuous improvement and participation in industry events.

Representing HMEC in the 6th In-direct Department Convention was the HMEC Used Machine Group, operating under the group name "Ninja Stars." The group's theme, "Building sustainable HMEC Used Machine business with Kenkijin Spirit," was inspired by the high-level policy of

"Enhancing Value Chain Business," which forms the cornerstone of HCM's medium-term plan.

During the convention, Ninja Stars representatives Melaku Beyene and Sherylane Satur, accompanied by Manabu Arami, gave a presentation highlighting HMEC's commitment to sustainable business practices and innovation in the used machine sector in the presence of high-level officials alongside representatives from 10 other HCM group companies. In recognition of their efforts, they were awarded the Certificate of Excellence by Senzaki, HCM President, and Executive Officer.

In his closing speech, Senzaki expressed gratitude to all presenting groups and attendees for their hard work and dedication. He emphasized the importance of continuing SGA initiatives within each company to foster further improvements and advancements.

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# True satisfaction for all Sumitomo Heavy Industries Construction Cranes Co., Ltd.

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# HMEC Remanufacturing Project: Reviving sustainability and market share

n a bid to champion sustainability, foster a greener environment, and fortify its market presence, Hitachi Construction Machinery Middle East Corporation FZE (HMEC) has embarked on a ground breaking initiative: the Remanufacturing Project for ZW370-5B. With a longstanding reputation for excellence in marble operations, HMEC recognized the opportunity to extend its expertise into the realm of refurbishment, breathing new life into wheel loaders and championing eco-friendly practices.

At its core, remanufacturing is a recycle-oriented operations in which HMEC dissembles, washes, replaces parts, reassembles, paints and inspects key components which are collected for periodic exchange, remanufactures them to quality and performance with those of new components. Remanufacturing operations promotes the 3Rs (reduce, reuse, and recycle) by remanufacturing and reusing components. It also contributes to reducing CO2 emissions.

Under the Reman Project, rather than consigning wheel loaders to the scrap heap, HMEC is committed to rejuvenating these machines through meticulous refurbishment. By repairing, reusing, and revitalizing equipment, the project not only mitigates waste and pollution but also offers

a cost-effective alternative to purchasing new machinery.

The refurbishment process entails a comprehensive overhaul, from disassembly to reassembly, ensuring that each machine is restored to peak performance. This attention to detail not only delivers reliable, high-quality equipment but also underscores HMEC's dedication to customer satisfaction and environmental stewardship.

From a market perspective, the Reman Project presents a strategic advantage. Beyond immediate gains, refurbishment contributes to long-term sustainability. Extending the lifespan of wheel loaders

reduces environmental impact by minimizing waste and resource consumption. By refurbishing and reusing equipment, companies align with sustainable practices while securing their market position.

Wheel loader refurbishment serves as a strategic tool for companies aiming to retain market share in the construction equipment industry and is critical especially for HMEC's market share in marble industry. Buyback initiatives and refurbishment efforts not only sustain competitiveness but also offer value to customers and promote environmental sustainability. In 2024, refurbishment emerges as a proactive approach to securing market share while advancing towards a more sustainable future.





# EDM Foreign Trade integrates electrical power in Hitachi excavators

urkey-based EDM Foreign Trade, a pioneer in converting diesel work machines to electric, has signed an international supplier agreement with Hitachi Construction Machinery Middle East Corporation FZE (HMEC). Under the strategic agreement, the partners will carry out the production, assembly and commissioning of kits for the turnkey electric conversion of HMEC's diesel excavators in the EMEA region, especially in the mining sector.

Zafer Ergen, General Manager, EDM Foreign Trade, stated that the partnership for the electric conversion of diesel excavators will provide immense benefits to the world.

Since 2011, EDM has carried out electrical conversions of nearly 200 units in line with the ever-increasing demand both in Turkey and globally. EDM Foreign Trade has maintained its market position by successfully completing the installation of systems and components whose R&D was carried out by the company, and continues its work in parallel with its transformation projects.

Zafer Ergen added that the vision behind the electrical conversion is to reduce global carbon footprint as the company pursues a zero emissions strategy amid rapid industrialization and climate change challenges. "As a pioneer in the conversion of construction equipment to electrical systems, EDM Foreign Trade was established 13 years ago and has, till date, converted nearly 200 construction machines to electric. The company's mission is to provide turnkey conversion of several types of machines in many different applications such as port handling operations and mass excavations in quarries and mines.

#### Delivering multiple benefits

High customer satisfaction is achieved with EDM's electric conversion services as it reduces carbon footprint by approximately 35 percent and fuel cost by 65-85 percent, according to ISO 14064-1.

Sharing detailed information about the work done by the company, Ergen said: "We commenced our operations in ports. For almost 8 years, we carried out the conversion of port cranes from diesel to electric and have since been providing electrical conversion of work machines in places such as quarries and mines. Apart from significant benefits such as reduction of carbon footprint and zero emissions. There are also advantages in terms of high economy and lower operating costs. This ensures continuity in this process."

What does continuity mean? According to Zafer Ergen, "Our customers benefit from

reduced maintenance, less repair, lower incidence of work loss, less malfunction and minimal costs. Here, we do not only offer a significant environmental benefit, we also help our customers who operate the machines to economize on costs. By modernizing our customers' machines, we enable them to work with fewer malfunctions and much more efficiency, thanks to the new system."

### Hitachi and EDM Foreign Trade collaboration

Under the international supplier agreement signed with Hitachi, EDM Foreign Trade will facilitate the electrical conversion systems of all Hitachi machines both in Turkey and abroad. Detailing the scope of the agreement, Ergen said, "We recently signed the international supplier agreement with Hitachi.

We are also making internal improvements in the electric transformation that we have been carrying out for the past 13 years. Currently, our feasibility studies are continuing on battery-powered trucks. We are working at full speed to convert diesel trucks to battery-powered and will soon announce our progress on this."

Evaluating the future of electric work machines in Turkey, Ergen said, "Cars all over the world are now being transformed into electric drive. As a future-focused company, we believe in this process and reinforce the necessity for reducing fossil fuel consumption needs of the construction machinery. We are ready to do our best in this regard, especially with our partnership with Hitachi."

#### Electrical transformation

He added: "We are the first company to carry out electrical conversion not only in Turkey but globally as well. At EDM Foreign Trade, we do not sell new machines, but convert all kinds of construction and port handling machines into electric drive with our capacity, knowledge and expertise.

The conversion of a diesel machine to an electric one takes approximately three months and provides 'a second life' to our customers' idle machines or machines that have reached the end of their operational life."





# HMEC and ITOCHU lead successful clean-up drive in Jebel Ali Industrial Area

ecognizing the urgent need to preserve the environment, Hitachi Construction Machinery Middle East Corporation FZE (HMEC) and ITOCHU joined forces to organize a clean-up drive in Jebel Ali Industrial Area on October 28, 2023, that led to the collection of 100kg of litter and 28 kg of plastic bottles for recycling. Organized as part of their CSR activities, the collaborative effort reflects the joint vision of the two entities to promote environmental awareness and stewardship in the communities they operate. Hosted in conjunction with DGrade's 'Simply Bottles' – a non-

profit initiative that works with schools, businesses and other organisations to increase recycling rates of plastic water bottles in the UAE, the clean-up drive underscores HMEC's unwavering commitment to upholding sustainable practices and dedication to preserving natural resources. DGRADE provided support with technical logistics such as location mapping and municipal permits.

Committed to adopting environmental consciousness in their lives, families of HMEC and ITOCHU employees contributed to environmental conservation

by clearing the area of waste and debris. The clean-up activity sought to inspire individuals and communities to prioritize waste management and environmental stewardship. The initiative also supports Dubai Municipality's global campaign, "Cleaning up the World" and further amplified its impact and relevance on a broader scale.

Notably, the active participation of HMEC and ITOCHU employees' families, including their children, added significant value to the event. By involving the younger generation, the clean-up drive became a meaningful educational experience, instilling in them a sense of responsibility towards the environment. Children gained insights into waste reduction, recycling practices, and responsible waste disposal, fostering a culture of environmental consciousness from an early age.

HMEC remains dedicated to advancing sustainability initiatives and is committed to championing collaborations that promote environmental conservation and community welfare.





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#### Reliable Solutions



# HMEC expands warehousing capacity to enhance operational efficiency

o streamline business operations of the Hitachi Construction Machinery Middle East Corporation FZE (HMEC) and prepare for future growth, the company has recently increased its warehousing capacity. The addition of new racking storage and heightened row levels marks a significant milestone in bolstering HMEC's logistical capabilities.

Installed in May 2023, the new racking storage systemenables HMEC to maximize storage space and accommodate a wider range of spare parts, filters, and service

components. This expansion is integral to HMEC's objective of improving spare parts availability and enhancing customer satisfaction by ensuring timely fulfilment of service parts orders.

Furthermore, the introduction of a new electric stacker enhances operational productivity, ensures speedy work, and mitigates shipment delays. By streamlining warehouse operations and expediting tasks, the electric stacker contributes to the overall efficiency of HMEC's operations.

## Launch of Warehouse Management System (WMS)

s part of its policy of continuous innovation, HMEC also launched a Warehouse Management System (WMS) on 1st February 2024. This innovative system utilizes digital devices

efficiency, facilitating better inventory control in daily operations.

Leveraging digital technologies is thus enabling HMEC to not only optimize warehouse operations but also minimize errors and improve overall productivity.





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## Empowering success through HMEC's Value Based Sales (VBS) Training

alue Based Selling (VBS) isn't just a practice—it's a fundamental approach that drives success not only for Hitachi Construction Machinery Middle East Corporation FZE (HMEC) but also for Hitachi Construction Machinery Japan (HCM) and other group companies worldwide

Recognizing its significance, HCM actively invests in various activities and training programs globally, providing essential support to all regions. Central to this effort is the VBS Ambassador Meeting, a forum designed to enhance the effectiveness of the VBS program and foster collaboration among regional stakeholders.

The latest VBS Ambassador Meeting convened on November 30 and December 1. 2023, at HCM headquarters in Tokyo. setting the stage for meaningful discussions and knowledge sharing. Ambassadors representing different regions came together to exchange experiences, opinions, and best practices, with a collective focus on enhancing the VBS program's impact.

The meeting was highly productive, with

participation of 11 representatives across 8 different regions. This included 10 participants from HCM Customer Support, Career Development, and Dealer Support Departments. Serev Guven represented HMEC at the meeting, providing valuable insights into the 2023 VBS Activity.

Under HMEC's stewardship, an online VBS training was also conducted with 30 participants selected by 10 dealers from 22 countries. These comprehensive training sessions were delivered at twoweek intervals, supplemented by self-study

modules and assessments to reinforce

The core objective of HMEC's VBS training is to instill a sales methodology that transcends traditional approaches centered around price or solution. Instead, the focus is on highlighting the value that products or services bring to customers. Through consultative interactions and a customercentric approach, sales representatives are empowered to deliver value at every stage of the sales process.

The training, which commenced in August 2023, covered the following topics across 6 online modules:

- Understand and approach the market
- Target the customer
- Meet the customer
- Propose to the customer
- Close the deal
- Support the customer

By equipping its sales force with a valuebased mindset, HMEC aims to nurture meaningful customer relationships and drive business success through a culture of value creation and customer-centricity.



# TOP-J Series

**Hydraulic Breaker** 

TOP-205J / TOP-300J





### Ammars and HMEC sign for partnership in South Sudan

itachi Construction Machinery Middle East Corporation FZE (HMEC) and Ammars Company have formalized their business relationship in the construction machinery market in South Sudan to fulfil their expansion plans in the region. This partnership, initiated after their initial meeting at BAUMA in the autumn of 2022, was further reinforced with the signing of a comprehensive agreement on the May 30, 2023 that solidified their commitment to collaborate

on providing construction machinery, parts, and after-sales support to meet the growing demand in South Sudan, which is poised for an explosion of activity as the country rebuilds and develops.

In July 2023, Aycan Akalin, General Manager of Product Support at HMEC, and Piet van Bakergem, General Manager of Marketing, visited Juba, South Sudan, to further strengthen the partnership and discuss implementation strategies

The visit was instrumental in laying the groundwork for effective parts and product support, including sales training sessions scheduled for March 2024.

Ammars, an established name in the construction machinery and projects arena, are currently building a future commercial office including a parts warehouse and workshop for HCM dealership for the country. With a strong start to the year, marked by double-digit machine sales, Ammars and HMEC are optimistic about the future growth prospects in South Sudan.



### HMEC announces 2024 Service **Technician Competition**

itachi Construction Machinery Middle East Corporation FZE (HMEC) is organising the 2024 edition of the annual Service Technician

Competition, which will be held in Dubai, UAE, on Q2 or Q3. This follows the successful competition held in Japan in 2023, which was organised by Hitachi Construction Machinery Co. Ltd for the first time following a four-year delay due to the Covid crisis.

The 2024 edition of the competition will feature various assessments to evaluate the skills and knowledge of dealer mechanics in the UAE. These include a written test to assess understanding of the ZX-5G, and practical tests based on either the ZX-5G or -7G. Participants will also have to demonstrate their skills in the creation of a ConSite report.

The competition provides a platform for dealer mechanics to showcase their expertise and contribute to the advancement of service standards within the industry. Interested participants are encouraged to reach out to the HMEC Product Support team for inquiries and further details regarding the competition.

### **Middle East and Africa Distribution Network**



#### Hitachi Construction Machinery (Europe) NV

- **1** ALGERIA
- 2 BENIN
- **3** BURKINA FASO
- 5 CAMEROON
- **6** CENTRAL AFRICAN REPUBLIC
- 7 CHAD
- 8 DEMOCRATIC REPUBLIC OF CONGO
- 9 EQUATORIAL GUINEA
- 10 GABON
- **11** GAMBIA
- 12 GHANA
- 13 GUINEA
- 14 GUINEA-BISSAU

15 IVORY COAST

61 TURKEY

64 PAKISTAN

67 ERITREA

68 DJIBOUTI

Africa (Pty) Ltd.

32 MADAGASCAR

30 BOTSWANA

31 LESOTHO

33 MALAWI

36 NAMIBIA

40 ZAMBIA

41 ZIMBABWE

34 MAURITIUS

**35 MOZAMBIQUE** 

37 SEYCHELLES

39 SWAZILAND

38 SOUTH AFRICA

63 IRAN

62 AZERBAIJAN

66 SOMALI LAND / SOMALIA

**Hitachi Construction Machinery** 

#### Hitachi Construction Machinery Middle East Corporation FZE

- 43 ETHIOPIA
- 44 KENYA
- 45 LIBYA
- 46 SUDAN
- 47 SOUTH SUDAN
- 48 TANZANIA
- 49 UGANDA 4 BURUNDI
- 24 RWANDA
- 50 YEMEN
- 61 OMAN
- 52 SAUDI ARABIA
- **53** UNITED ARAB EMIRATES
- 64 QATAR
- **55** BAHRAIN
- **66** KUWAIT
- **67** IRAQ
- **58 JORDAN**
- **69** LEBANON
- 60 SYRIA
- **65** GEORGIA

- 16 LIBERIA 17 MALI
- 18 MAURITANIA
- 19 MOROCCO
- **20 TUNISIA** 21 NIGER
- 22 NIGERIA
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Dealer Locator

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**EGYPT -** Orascom Services
Tel: 0020233452510, http://orascom-trading.com

**ETHIOPIA** - Hagbes Pvt. Ltd. Co. (HCM Products) Tel: 00251 11 663 8647 / 9191, http://www.hagbes.com

IRAQ - CIHAN Motors Automotive Trading Co., Ltd., Kurdistan, Tel: +964750 587 1212 https://cihanmotors.com/

JORDAN - Hitachi Construction Machinery Middle East Corporation FZE Tel: 00971 4 883 3352, https://www.hitachicm.com/ae

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IRAQ - SAVANNA Group Tel: 00964 7400 215 577, http://savanna.com

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LIBYA - Hitachi Construction Machinery Middle East Corporation FZE Tel: 00971 4 883 3352, https://www.hitachicm.com/ae

OMAN - Al Fairuz Trading & Contracting Company LLC Tel: 00968 2 461 48 62 / 00968 2 461 48 50

PAKISTAN - Modern Motors (Pvt) Ltd. Beaumont Road, Karachi, Tel +92 21 35680347,

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N - Hitachi Construction Machinery

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Tel: 00971 4 883 3352, https://www.hitachicm.com/ae

S - Middle East Crane Equipment Trading LLC, Tel: 00971 2 681 5555, http://www.mecetrading.com

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# ZAXIS-7G Series

**Hydraulic Excavator** 



### ZAXIS350 ZAXIS490 ZAXIS890 ZAXIS350 | 7G SERIES

#### **HYDRAULIC EXCAVATOR**

Model Name ZX350H-7G / ZX350LCH-7G **Engine Power** 

34 000 - 34 800 Kg Operating Weight **Bucket capacity** 1.4 - 2.2 m3

### ZAXIS490 | 7G SERIES

#### **HYDRAULIC EXCAVATOR**

: ZX490-7G / ZX490H-7G Model Name

ZX490LC-7G / ZX490LCH-7G

**Engine Power** 397 HP

: 46 500 – 49 700 Kg Operating Weight 1.6 - 3.0 m3

**Bucket capacity** 

# ZAXIS890 | 7G SERIES

#### HYDRAULIC EXCAVATOR

Model Name : ZX890-7G / ZX890H-7G

ZX890H-7G / ZX890LCH-7G

**Engine Power** 506 HP

: 81 700 – 85 300 Kg : 2.9 – 5.0 m3 Operating Weight **Bucket capacity**