



SÁEZ

cranes

LIFTING THE **FUTURE**

bauma
EDITION
2025

SÁEZ DIRECT SERVICE

gruassaez.com

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INTRODUCTION

Sáez Direct Service (SDS) originated as a natural response to market needs, integrating technological innovation and strengthening the relationship between Sáez Crane's technicians and its customers. This platform offers personalised attention, allowing customers to interact directly with technicians to resolve queries and incidents efficiently.

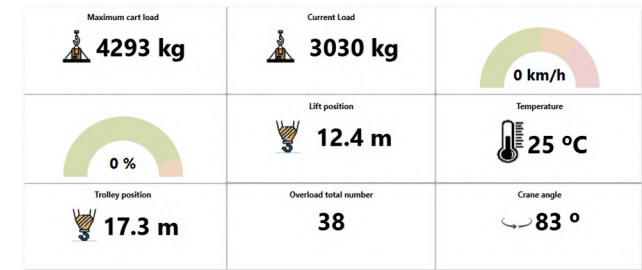
SDS unifies all relevant crane information in a single system, including technical documentation, history, technical service and training. With this solution, Sáez Cranes optimizes maintenance and support management, improving the customer experience and ensuring a more agile and efficient service.

THE PURPOSE OF SÁEZ DIRECT SERVICE

Sáez Direct Service (SDS) is a platform designed to centralize crane information in a CRM [customer-managed relationship], facilitating fleet maintenance and improving the product by acquiring data through IoT and Industry 4.0 technologies.

Customers can remotely access their cranes to monitor their status in real time, consult the history of parts replaced and analyse incidents that have occurred. This enables more efficient management, optimising work-organisation, reducing operating costs and improving responsiveness to problems.

With SDS, Sáez Cranes takes another step forward in its technological evolution, offering an advanced service that improves customer relations and maintenance efficiency. The platform represents a key breakthrough in operational excellence, providing added value to products through innovative solutions and competitive advantages that respond to market needs.



Crane OFF	IV ON	Assemble INACTIVE
Free slewing ON	PLC XEB OFF	Restart PLC ON
Trolley OFF	Slewing OFF	Hoisting OFF



■ Features

The main functionalities are divided into :

- Data Capture
- Document Management
- Technical Service Contacts
- Spare Parts Traceability
- Formation
- Asset Control
- Community Management

■ DATA CAPTURE

The main features are as follows:

■ Crane Status:

Monitoring the crane's working variables such as: weight, trolley position, wind-speeds, etc, detailing the crane's behaviour at any given moment.

■ Weather Conditions:

Current wind speed and temperature data, keeping the user informed of the weather conditions.

■ Alarm Logging:

Real-time alarms that have been activated on the crane.

■ Data History:

Historical of variables indicates crane status and alarms on a certain date, or range of dates, with the possibility of exporting them.

■ Operational Hours:

Working time of the crane, including all mechanisms.

■ Work Cycles:

Working cycles of the crane, including all mechanisms.

LOAD CYCLES

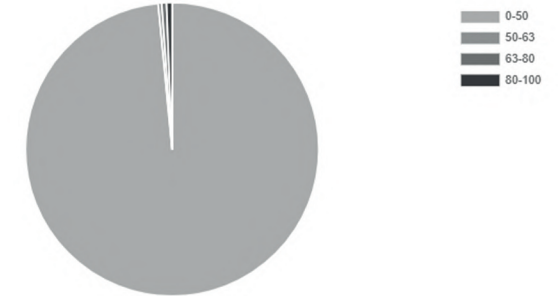
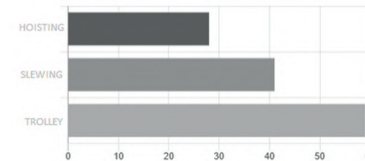
0-50: 32351

50-63: 127

63-80: 173

80-100: 200

HOURS OF USE



Maintenance Plan:

By knowing the working hours per mechanism, we can determine whether maintenance is required on the crane.

Power Consumption:

Information on the electrical consumption of the crane.

Inverter Status:

Real-time status of the inverters.

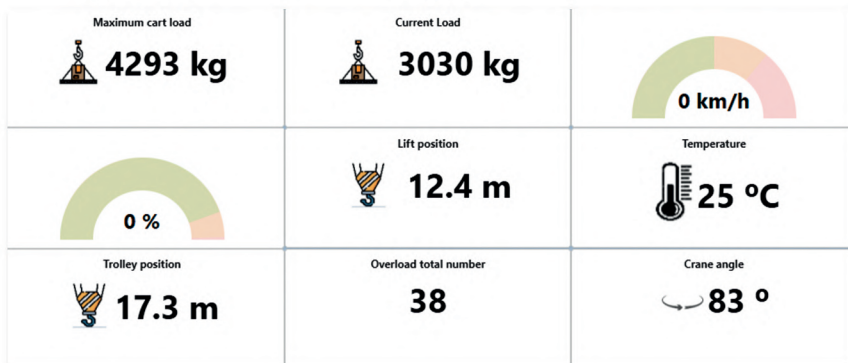
Field	Value	Field	Value
Asset Name	SL 730 (8389/23)	Asset Record Type	Grúa
Parent Asset		Serial Number	8389/23
Asset Level	1	Status	Instalado
Product		Purchase Date	
Product Code		Install Date	28/2/2023
Root Asset	SL 730 (8389/23)	Usage Start Date	
% Client S&P	34.62	Type	
W/ Serial Root Asset	8389/23 - SL 730 (8389/23)	Place	
SSS			
Modelo de grúa			

TECHNICAL SUPPORT CONTACT

A portal through which the technical-support service can be contacted. Ticketing-tools can be generated in the process of resolving faults. As a result, both client and Sáez know the latest status or case solution.

DOCUMENT MANAGEMENT

The system has a document management system that provides all information and technical documentation related to the crane, such as: user-manual, electrical diagrams, spare-parts book, technical data sheet and load chart.



COMMUNITY MANAGEMENT

Different users with various levels of access or roles, so that there is a 'community' networked to the crane, in such a way that the client, or their clients, can access the information of all their cranes.

ALARMS

Descripción_alarma ↑	Fecha_proceso	Dato_alarma	Azure_dispositivo_id	Número de serie	Modelo	Asset
-	16/12/2023, 5:04	-	C000001-HT47-1111.23	1111.23	HT47	-
-	15/7/2024, 14:04	-	C000224-SLH110-2506.24	2506.24	SLH110	SLH-110
Descripción 1	15/7/2024, 14:02	1	C000224-SLH110-2506.24	2506.24	SLH110	SLH-110
Descripción 2	15/7/2024, 14:00	2	C001491-STC702010T-1207.24	1207.24	STC702010T	STC 7020 10T
Descripción 3	15/7/2024, 14:01	3	C000224-HT47-2406.24	2406.24	HT47	HT-47
Descripción 4	15/7/2024, 14:04	4	C000224-SLH110-2506.24	2506.24	SLH110	SLH-110
Descripción 5	15/7/2024, 14:03	5	C000224-SLH110-2506.24	2506.24	SLH110	SLH-110

[View Report \(Prueba alarma\)](#)

SPARE PARTS TRACEABILITY

Traceability of spare parts, record of componentry replaced on cranes and their different versions, stock availability, with the possibility of direct-ordering.

The portal will provide a list of all spare parts for the selected crane. If one of the parts becomes obsolete, the compatible replacement will be displayed.

ELEVACIÓN (8-)				More
Asset Name	Marca	Modelo	Serial Number	
Cable Carga NCB ELECTRONICA (P. 15.3 TON) (7942382)	NCB-ELECTRONICA	PN-15.3 TON	1942382	
Freno STRONAG 42 (24028-6-10) (24028-6-10)	STRONAG 42	STRONAG 42	24028-6-10	
Límite de velocidad STRONAG 42 (24028-6-10) (24028-6-10)	STRONAG	STRONAG	24028-6-10	
Motor MAGNETIC (24028-6-10) (24028-6-10)	MAGNETIC	MAGNETIC	24028-6-10	
Reluctancia ROSA (24028-6-10) (24028-6-10)	ROSA	ROSA	24028-6-10	
Reservados				View All

GRU 10				More
Asset Name	Marca	Modelo	Serial Number	
Varillaje ROSA (24028-6-10) (24028-6-10)	ROSA	24028-6-10	24028-6-10	
Cable Carga NCB ELECTRONICA (P. 15.3 TON) (7942382)	NCB-ELECTRONICA	PN-15.3 TON	1942382	
Freno STRONAG 42 (24028-6-10) (24028-6-10)	STRONAG 42	STRONAG 42	24028-6-10	
Límite de velocidad STRONAG 42 (24028-6-10) (24028-6-10)	STRONAG	STRONAG	24028-6-10	
Motor MAGNETIC (24028-6-10) (24028-6-10)	MAGNETIC	MAGNETIC	24028-6-10	
Reluctancia ROSA (24028-6-10) (24028-6-10)	ROSA	ROSA	24028-6-10	
Reservados				View All

FEATURES	SDS Basic	SDS Standard	SDS Expert	SDS Premium
Wether Register/Alarms	✓	✓	✓	✓
GPS Position	✓	✓	✓	✓
Crane Efficiency	-	-	Limited	✓
Work Reports	-	-	Limited	✓
Actual Status (Crane Status, Hoist Position, Actual Load...)	✓	✓	✓	✓
Load Cycles	✓	✓	✓	✓
Maintenance Plan	✓	✓	✓	✓
Fault History	Limited	Limited	Limited	✓
Notifications	✓	✓	✓	✓
Electric Comsumption	-	-	Limited	✓
Inverter Information	-	-	Limited	✓
Signal Status	-	-	✓	✓
Data Logger	-	-	✓	✓
Bidirectional Communication	-	-	On Demand	On Demand
Customisable Dashboard	-	-	✓	✓
Predictive Maintenance	-	-	-	✓
CUSTOMER CRM	SDS Basic	SDS Standard	SDS Expert	SDS Premium
Account Management	-	✓	✓	✓
Crane Fleet & Part Management	-	✓	✓	✓
Asistance Register (Cases)	-	✓	✓	✓
Quotes	-	✓	✓	✓
Responsive Adaptive User Interface	-	✓	✓	✓
Mobile App	-	✓	✓	✓
Spare Parts Stock	-	✓	✓	✓
Online Documentation (Manuals, Diagrams...)	-	✓	✓	✓
API for Customer CRM	-	-	On Demand	On Demand

SDS PREMIUM

Advanced Management:

Two-Way Communication
Advanced Data
High Refresh Rate

SDS EXPERT

Expert Management:

Extended Data Variables
Crane Reports
Crane Efficiency

SDS STANDARD

CRM

SDS BASIC

Crane Portfolio
Management

■ FIND OUT MORE ABOUT **SÁEZ DIRECT SERVICE**

Visit gruassaez.com to keep up to date with the new developments and innovations of the **SÁEZ DIRECT SERVICE** platform, and subscribe to our newsletter to stay permanently informed.

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