



moving  
mountains  
together



## Mining After-Sales

A range of products and services designed to enhance equipment productivity, reduce total cost of ownership and promote a safer, more sustainable and profitable jobsite environment.



Equipment — Parts — Service

In its continuous pursuit of excellence for over 120 years, BIA Group strives to create value for its customers by addressing the complete machine life cycle.

To achieve this objective, the group has cultivated unparalleled expertise and knowledge in its after-sales activities, empowering it to provide unprecedented support to customers in overcoming their challenges more effectively than ever.

The BIA Group leverages the benefits of its longstanding collaboration with industry-leading manufacturers, notably its strategic partner Komatsu. By synergizing our efforts and fostering harmonious teamwork, we are dedicated to delivering the ultimate benefits to our valued customers.

**1 Benefit from 120 years of mining experience**

For over a century, BIA's technicians have been present daily at customer job sites. Today, a multitude of prominent mining companies entrust the maintenance of their mining fleet to BIA.

**2 Local presence ensuring direct proximity to your operations**

With a presence in more than 20 countries in Africa and Europe, BIA can provide close and responsive support in your operational areas, enabling us to accompany and serve you more effectively.

**3 Innovation & technology as a driver for operational excellence**

Leading-edge, multi-brand digital solutions, combined with our center of expertise, provide our customers with the tools and intelligence to optimize their operations.

**4 Complete solutions with tangible benefits**

With its expertise developed over the years, BIA is capable of meeting all your service needs and supporting your project development with tangible benefits.





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# 01

## Spare parts offering

The smart sourcing choice that ensures the longevity and reliability of your equipment

**Genuine** – Parts of the highest quality meet the most stringent specifications of the equipment and ultimately reduce your Total Cost of Ownership (TCO).

**Warranty** – Standard or extended warranty protects you against any manufacturing defects or issues with the parts, providing you with peace of mind.

**Technical support** – Expert advice is offered for the installation and inspection of the parts, along with recommendations on the optimal parts to use for your specific application.



### The right parts in the right place whenever required

With a centralized parts stock in Belgium and 20 local warehouses spread across the countries in which we operate, BIA ensures timely availability of the right parts in the right place.

Our parts stock policy ensures that fast moving items as well as other essential parts are stored locally, right next to your job site. Therefore, you can be assured that any downtime is avoided and that your equipment is permanently operational. Our local inventories are regularly reviewed and replenished guaranteeing excellent parts' availability.



### Optimize your parts inventory management

BIA provides a comprehensive range of parts management services, offering a wide array of solutions. These include expert inventory recommendations, maintenance planning advice, and even full-scale outsourcing of warehouse operations. Our objective is to deliver customized support and efficient solutions that meet your specific parts management requirements.



### Significant savings through expert advice

The BIA spare parts specialists advise you on the selection of the best options (planned orders, kitting, service exchange, etc.) and parameters to decrease your Total Cost of Ownership (TCO) with a direct impact on :

- Consumables
- Ground Engaging Tools (GET)
- Undercarriage
- Component Rebuilt and Reman Programs<sup>1</sup>

# PSA

## Parts Supply Agreement

Parts Supply Agreements are designed to ensure a consistent and reliable supply of parts over a defined period with set delivery timelines, pricing, and payment terms to avoid supply chain disruptions and establish a mutually beneficial partnership.

By contracting a PSA, you will benefit from :

- ✓ Preferred purchase prices
- ✓ Secured parts availability
- ✓ Additional discount on Planned Component Replacement - PCR<sup>1</sup>
- ✓ Enhanced purchase process efficiency

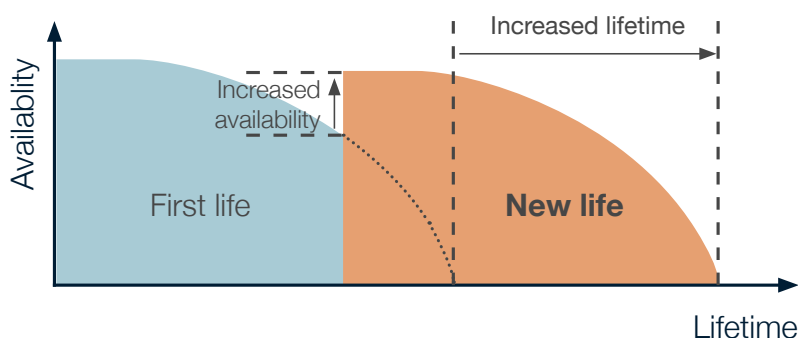
	Level 1	Level 2	Our engagements, your benefits
<b>Pricing</b>			
- Preferred price	✓	✓	• Preferred purchase prices
- Access to Web portal – Price list	✓	✓	• Additional discount on Planned Component Replacement - PCR <sup>1</sup>
<b>Supply</b>			
- Defined KPI's	✓	✓	• Purchase processes effectiveness
- Access to web portal – Availability	✓	✓	
<b>Support</b>			
- Stock recommendation based on consumption	✓	✓	• Uninterrupted machine support
- Machine down 7 days/7	✓	✓	
<b>Dedicated stock</b>			
- In country, fast moving items	✓	✓	
- In country, major components and undercarriage		✓	• Secured parts availability
- Offshore		✓	
- Onsite		✓	
<b>Vendor Inventory Management (VMI)</b>			
- Conciliate inventory with production needs		✓	• Optimized stock inventory without compromising productivity needs

# 02

## PCR Planned Component Replacement

Give a new life to your equipment and increase its availability

By replacing major components at the recommended service hour, your equipment operates at peak performance levels, leading to increased productivity and reduced downtime, while extending the equipment's lifespan.



**How BIA supports you in choosing the right PCR strategy fitting your specific need and driving smooth operation**

### Comprehensive support

- BIA's experts inspect your equipment to guarantee these critical operations are done not only in a timely manner but also according to the manufacturer's specifications.
- To ensure a smooth process for your operation, we offer assistance & advice or full operational team for assembly and commissioning of your new, reman or rebuilt components.
- Finally, the standard or extended warranty is activated to provide you with long term protection.

### Complete solutions

- ✓ Midlife
- ✓ Major Components
- ✓ Equipment Overhaul

# The sustainable way to reduce your operating costs

In addition to providing cost-effective and eco-friendly solutions to customers, these programs extend the life of your equipment and reduce downtime.

## Rebuild

BIA offers a comprehensive range of rebuild services available in our Component Rebuild Centers (CRC). This allows to provide our customers with local solutions close to their sites with fast and cost-effective service without compromise on quality.

## Reman

Komatsu's Reman Exchange Program offers remanufactured components that meet original specifications in exchange for your used ones, providing immediate availability, extended warranty, and a significant reduction in Total Cost of Ownership.

## Sustainable benefits

These options deliver multiple sustainability benefits and contribute to the circular economy. Returning end-of-life components to like-new condition reduces waste and minimizes the need for raw material, energy and water associated with production of new parts.

Additionally, the BIA rebuild programs increase local content with local employment and added-value transformation as well as significant reduction in heavy components transport.

## Three options for a second life

### Rebuild

**BIA's rebuild solution in one of our African Component Rebuild Centers (CRC)**

- Most competitive prices
- Best lead times
- 6 months warranty

### New

**Komatsu brand new genuine components**

- 12 months standard manufacturer warranty



### Reman

**Komatsu remanufacturing program with highest level of reuse guidelines and quality control**

- Access to Exchange program with core return and valuation
- Additional discount on components
- Up to 24 months or 10.000 hours warranty
- Maximum uptime of equipment without a need to invest in swing components



# 03

## Services Offering

Stay focused  
on your core  
business, your  
equipment is in  
good hands

For over a century, BIA's technicians are present daily on customer's sites providing assistance & coaching or taking over the full maintenance operations.

Recently, BIA has been a pioneer on the digitalization of the equipment condition and performance monitoring with data specialists following up on equipment parameters and providing actionable information based on the collected data.

Today lot of mining companies have put the maintenance of their mining fleet into BIA's hands.

### **Reduce downtime**

When you sign a service contract for your earthmoving equipment, BIA experts coach and advise your technical team (SLA) or completely take over (RAMP) all aspects of your equipment maintenance. This means that you'll have access to skilled and experienced professionals who can quickly diagnose any issues that arise, minimizing downtime and ensuring that your equipment is always up and running when you need it.



### **Improve equipment performance and extend its lifetime**

Regular maintenance and inspections associated with a thorough performance & condition monitoring of your fleet can prevent major failures before they occur, improve its overall performance and extend its lifespan.

### **Protect your assets**

Service contracts give you access to equipment's warranty extension protecting you from unexpected expenses beyond the standard warranty period.

### **Finance your fleet**

To guarantee that your fleet reaches your production goals, financial institutions require regular monitoring and maintenance of the equipment in accordance with the manufacturers' recommendations and performed by approved service providers.

### **Control your costs**

Service contracts include a fixed fee for the duration of the contract, which can help you budget for maintenance. This can be particularly beneficial for businesses that need to keep a close eye on their expenses.



# Dual service approach to suit your project's needs

Because expectations differ, BIA has defined two different approaches to serve your needs.

From assistance and coaching of your technical team to the full take-over of your maintenance operations, BIA can design the right maintenance set-up to support your project development.

## BIA services offering

SLA Service Level Agreement	RAMP Repair And Maintenance Program
<p><b>Assistance &amp; coaching of your team to support you on all maintenance aspects</b></p> <p><b>Corrective Maintenance</b></p> <ul style="list-style-type: none"> <li>• Trouble shooting</li> <li>• Root cause analysis</li> <li>• Warranty assistance</li> </ul> <p><b>Preventive Maintenance</b></p> <ul style="list-style-type: none"> <li>• Machine inspection</li> <li>• PM Clinic</li> <li>• Maintenance planning</li> </ul> <p><b>Predictive Maintenance</b></p> <ul style="list-style-type: none"> <li>• Performance &amp; Health monitoring (via SmartFleet<sup>DX</sup>)</li> </ul>	<p><b>The complete maintenance take-over with highest commitment</b></p> <ul style="list-style-type: none"> <li>• Full maintenance packages and Performance &amp; Health monitoring</li> <li>• Cost per hour invoicing</li> <li>• Guarantee on machine availability &amp; maintenance costs</li> </ul>



## SLA

# Service Level Agreement

A high-quality and dependable fleet is a critical asset for the mining industry, and professional and timely maintenance plays a vital role in ensuring seamless and safe operations. With the aim of achieving these objectives, BIA comprehensively covers the entire maintenance spectrum to ensure the reliability, productivity, and safety of mining equipment.

### Corrective maintenance

is necessary for dealing with unexpected breakdowns and minimizing downtime.

BIA expert team is by your side to perform troubleshooting and root cause analysis to identify and address problems efficiently. Your equipment is restored to its normal operating condition as quickly as possible, minimizing downtime and ensuring safe operations.

### Preventive maintenance

is performed to prevent equipment failure before it occurs.

By regularly performing scheduled inspections, cleaning, lubrication, and replacement of worn or damaged parts, you keep your equipment in good condition and extend its lifespan while preventing costly downtime and repairs.

### Predictive maintenance

involves the use of advanced technology to predict when equipment failure is likely to occur.

It uses sensors, data analysis, and machine learning algorithms to monitor equipment and detect early signs of failure to avoid downtime or equipment damage. Preventive maintenance is also efficient and cost-effective as it minimizes unnecessary maintenance tasks.

Overall, a comprehensive maintenance program that combines all three types of maintenance is recommended for mining equipment.

BIA tailors the program to match the specific needs and conditions of each mining operation and equipment.

By investing in maintenance, you:



Improve the reliability and safety of your equipment



Reduce downtime and repair costs



Increase productivity and profitability

# Highly skilled experts assist & coach your team on all maintenance aspects

	Level 1	Level 2	Our engagements, your benefits
<b>Corrective maintenance</b>			
- Trouble shooting	✓	✓	• Minimize machine downtime
- Root cause analysis	✓	✓	• Direct access to manufacturer's specialists
- Warranty assistance	✓	✓	
<b>Preventive maintenance</b>			
- Maintenance planning	✓	✓	• Prevent failure before it occurs
- Main component change-out and core return	✓	✓	• Avoid unexpected costs
- Machine inspection	✓	✓	• Secure machine uptime
- PM Clinic	✓	✓	
<b>Predictive maintenance</b>			
- Performance & Condition monitoring (via SmartFleet <sup>DX</sup> )		✓	• Predict major failures before they occur
- Fault code Trend analysis		✓	• Prevent misuse
- Oil sampling monitoring		✓	• Extend the life of equipment
- Brake measurement system		✓	• Reduce downtime
- Components, GET and UC lifetime		✓	• Data collected and followed remotely while machine is operating
- Conciliate inventory with production needs		✓	



# RAMP

## Repair And Maintenance Program

Complete and integrated service solution

**With cost per hour invoicing and equipment availability guaranteed**

The RAMP contract is specifically crafted to optimize the performance of your mining equipment, enhancing its reliability, availability, maintainability, and overall efficiency.

This results in maximizing your mining operations while minimizing downtime and costs.



# The complete hand-over of your equipment maintenance

	Light	Extended	Our engagements, your benefits
<b>Complete parts management</b>			
- In country and On-site stock			<ul style="list-style-type: none"><li>Detailed cost per hour invoice</li><li>Guaranteed machine availability</li><li>Fixed maintenance cost</li></ul>
- Parts web portal access with parts availability and pricing			
- Price list and pre-defined supply chain KPIs			
<b>Complete service management</b>			
- Corrective Maintenance			
- Preventive Maintenance			
- Predictive Maintenance			
<b>Planned component replacement</b>			
- Sourcing New, Reman, Rebuilt			<ul style="list-style-type: none"><li>Lower operating costs</li><li>Guaranteed component availability</li><li>Significant saving with component program and valuation of used ones</li><li>Guaranteed component life</li></ul>
- Full operational team for :			
• Equipment Inspection			
• Assembly and commissioning for :			
✓ Midlife			
✓ Major components			
- Warranty Activation			



# 04





## Digital Offering

BIA has created SmartFleet<sup>DX</sup>, a multi-brand digital suit of solutions and a center of expertise putting technology and innovation to work for your operations.



With SmartFleetDX solutions, supported by BIA expert team, you will :

- ✓ Increase Production
- ✓ Decrease Costs
- ✓ Reduce Environmental Impact
- ✓ Boost Safety Standards

				
Fleet administration & management	<div><div></div><div></div></div>	<div><div></div><div></div></div>	<div><div></div><div></div></div>	<div><div></div></div>
Data reporting & Business Intelligence	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div></div>
Production monitoring & optimisation	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div></div>
Asset health & maintenance	<div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div></div>
Environment, Health, Safety & Security measurement/triggers	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div></div>
Real-time fleet management system (FMS) and production monitoring	<div><div></div><div></div><div></div><div></div></div>	<div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div></div>
Remote monitoring	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div></div>
Machine Guidance & Weighing	<div><div></div></div>	<div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div></div>



**SmartFleet<sup>DX</sup> Live** is a powerful fleet production management tool designed specifically for the mining and quarry industry. It enables you to follow mining activities in real-time, helping you to stay on track and reach your mining goals. Advanced asset tracking and performance analysis technology provide valuable insights into your equipment's health and performance, regardless of the make or model.

The result ? Optimised efficiency, reduced downtime, and more control of your mining operation than ever.



**iVolve** is a suite of complementary digital technology solutions designed for mining as well as quarry production and vehicle maintenance. Focused on delivering process and efficiency improvements, iVolve helps mining companies increase productivity, reduce costs, and minimise risk. Its safety and vehicle maintenance solutions make it ideal for larger-sized mines.

The result ? Valuable operational insights to help you make informed decisions that drive success.



**SmartFleet<sup>DX</sup> Insights** is a cutting-edge business intelligence platform designed specifically for mining, quarry and construction companies. It enables you to easily monitor the status and performance of your heavy machinery, fleet, and overall productivity, as well as track your carbon footprint.

The result ? Data-driven decisions that optimise efficiency, maintenance, and productivity across your entire asset base, no matter the make or model of your equipment.



**TopCon and SmartFleet<sup>DX</sup>** offer a suite of innovative and seamlessly integrated surveying and guidance equipment, software systems and mobile solutions that enable customers to improve jobsite efficiency, operation costs, productivity, safety, traceability, and compliance.

# 05

## Training Offering

Training is a key element in achieving production, safety and cost objectives.

BIA has developed extensive training programs for maintenance, repair and machine operation.

### Training center courses

BIA Group has three fully equipped training centers, developed with our manufacturers' partners. In these centers, customers' personnel can follow extensive training programs for maintenance and repair as well as machine operation. Included are:

- ✓ Certified engineering and technical instructors
- ✓ All necessary teaching materials for theoretical training
- ✓ Specially developed modules for practical exercises
- ✓ Driving simulators to ensure full control of machines

### On-site training courses

BIA qualified instructors are ready to travel to give extensive on-site training. A trainee can therefore get used to machine operation and maintenance in a working environment.

*Mastering complete machine operation through simulator training.*



## Maintenance Training

Keeping machines in the best working condition by regular checks and maintenance is essential to maximize their lifespan. Our maintenance training courses provide comprehensive knowledge of technical repair and maintenance aspects, equipping trainees with a deep understanding of the ins and outs of the equipment.

Basic	Advanced	Expert
<ul style="list-style-type: none"> <li>• Training on safety basics</li> <li>• Utilization of technical documentation</li> <li>• Utilization of workshop tools</li> <li>• Understanding and physical maintenance of the machine</li> </ul>	<ul style="list-style-type: none"> <li>• Safety training for advanced technicians</li> <li>• Theoretical and practical repair &amp; maintenance</li> <li>• Equipment systems and their functions</li> <li>• Monitoring functions &amp; operations</li> <li>• Diagnostic training</li> <li>• Troubleshooting procedure according to the shop manual</li> </ul>	<ul style="list-style-type: none"> <li>• Safety training for expert</li> <li>• Master repair &amp; maintenance on the machine</li> <li>• Diagnostic training for expert</li> <li>• Application of different troubleshooting modes</li> <li>• Condition monitoring and Condition Based Maintenance</li> <li>• RCA (Root Cause Analysis) methodology</li> </ul>

## Machine operation training

Efficient operators play a pivotal role in maximizing productivity. At BIA Group, we recognize the importance of this and offer comprehensive training services to enhance operators' skills. Our certified instructors provide a well-rounded approach, combining theoretical knowledge, practical exercises, demonstrations, and simulations, all aimed at achieving the best possible results.

Basic	Advanced	Expert
<ul style="list-style-type: none"> <li>• Work in safety conditions</li> <li>• Utilization of technical documentation</li> <li>• Operator functional checks and daily routine</li> <li>• Theoretical and practical training on the simulators</li> <li>• Theoretical and practical training on the equipment</li> </ul>	<ul style="list-style-type: none"> <li>• Safety training for advanced operator</li> <li>• Operator functional checks and daily routine</li> <li>• Advanced theoretical and practical training on the simulators and equipment</li> <li>• Job efficiency &amp; planning</li> <li>• Operate with 2D/3D guidance systems</li> </ul>	<ul style="list-style-type: none"> <li>• Safety training for expert</li> <li>• Operator functional checks and daily routine</li> <li>• Theoretical and practical training on the simulators and equipment for expert</li> <li>• Job efficiency &amp; planning</li> <li>• Operate with 2D/3D guidance systems</li> <li>• Operate following dispatch system instruction</li> </ul>

*To verify qualifications and technical knowledge, each training program begins with a prior learning assessment and concludes with a certificate that is subject to final assessment validation, providing assurance of successful completion.*





Integrated,  
modular and  
comprehensive  
solutions to  
address your  
specific needs.

To provide its customers  
with a complete solution, BIA  
has developed bundle offers  
combining parts, service,  
digital and training.

Opt for peace of mind, choose  
one of our package deals  
and benefit from unrivalled  
advantages.



**Comprehensive  
framework  
agreement**





**Preferred  
purchase  
prices**

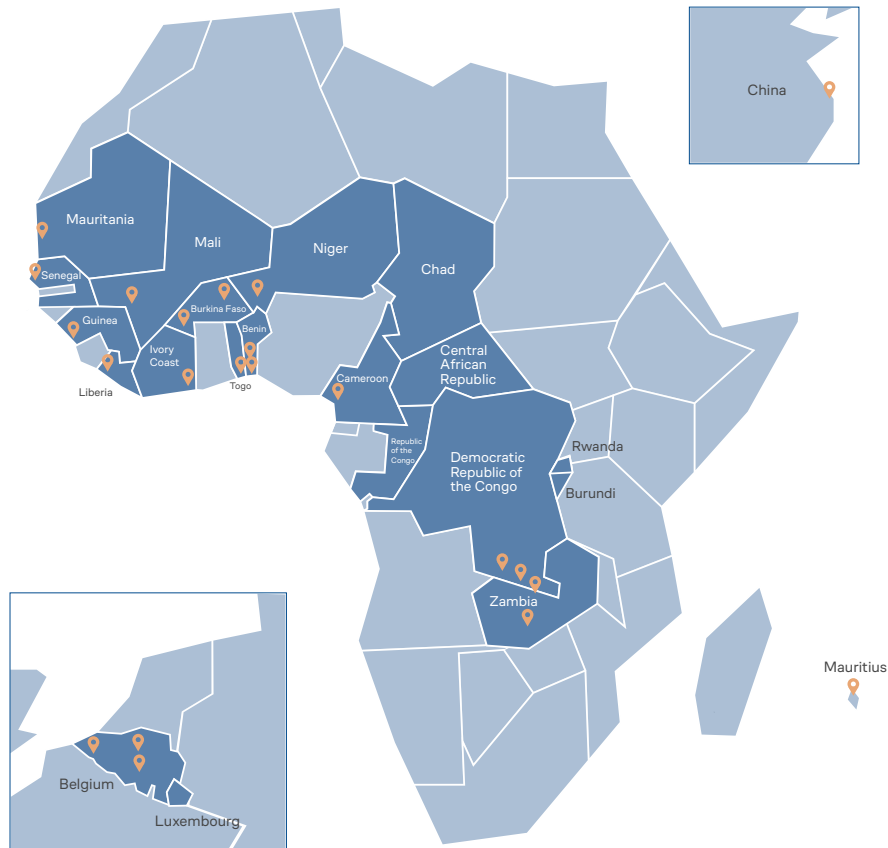


**Performance  
indicators and  
detailed reports**



	Initial	Proactive	Executive
<b>Parts offering</b>			
- Price list and pre-defined supply chain KPI's	✓	✓	✓
- Access to web portal with parts availability and pricing	✓	✓	✓
- Dedicated in-country stock of fast moving items	✓	✓	✓
- Dedicated Offshore stock		✓	✓
- Dedicated On-site stock			✓
- Major Components and Undercarriage stock in country			✓
- Parts inventory management			0
<b>Planned Component Replacement</b>			
- Component sourcing (New, Reman or Rebuild)		✓	✓
- Replacement assistance & advice		✓	✓
- Replacement full operational team			✓
- Overhaul - Equipment renovation			0
<b>Service offering</b>			
- Assistance & Coaching			
• Corrective maintenance	✓	✓	
• Preventive maintenance	✓	✓	
• Predictive maintenance		✓	
- Full operational team & complete health monitoring			
• Corrective maintenance			✓
• Preventive maintenance			✓
• Predictive maintenance			✓
<b>Digital offering</b>			
- SmartFleet Insight	✓	✓	✓
- Smartfleet Live	0	0	0
- Topcon	0	0	0
- Ivolve	0	0	0
<b>Training</b>			
- Customized maintenance training	0	0	0
- Customised operator training	0	0	0
 Included  Optional			

# Let's move mountains together !



Dedicated to providing you with a comprehensive solution,  
BIA has established robust partnerships with industry-leading manufacturers



[biagroup.com](http://biagroup.com)