



## Press Release Power Technique Business Area

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### Atlas Copco – keeping customers connected every digital step of the way

Atlas Copco offers several convenient online platforms to enable customers and end-users, with the click of a button, to stay connected with their machines and equipment, access vital product information and make online purchases 24/7, enhancing product performance, efficiencies and life cycles for sustainable productivity.

The Atlas Copco brand has been synonymous with quality and reliability for 147 years. The global Industrial Group has maintained this enviable reputation through ongoing R&D and an unrelenting drive to continue advancing and innovating its product, technology and service solutions. Atlas Copco has remained at the forefront of the Fourth Industrial Revolution which sees the ongoing automation of traditionally manual processes and practices using smart technology.

“4IR is concomitant with efficiencies and environmental accountability,” says Atlas Copco Power Technique Business Line Manager, Portable Products, David Stanford. “So we incorporate the latest IoT technologies into our portable generators, air compressors, light towers and pumps and continue to augment our service and after-market support with the role out of several online solutions to assist customers in expanding their efficiencies and shrinking their carbon footprint.”

“Online retail shopping has seen exponential growth globally which has no doubt been further propelled by the COVID-19 pandemic and its accoutrements of lockdown levels and health and safety protocols,” notes Stanford. “But online shopping is not the exclusive domain of retail. It also plays an integral role in the industrial landscape.”

Atlas Copco Shop Online, an ecommerce platform, and Parts Online, an interactive spare parts catalogue system, are two user friendly platforms that offer customers as well as distributors all the advantages of online shopping. Going hand in hand with these platforms is Atlas Copco Power Connect. Stanford explains that with a single scan of the QR code, which appears on all Atlas Copco products, customers can obtain machine information, link directly to spare parts catalogues on Parts Online to choose their products and then transfer their selected items to Shop Online and place their order, 24/7.

The QR code, located in the data plate on all Atlas Copco mobile machines, provides an excellent source of information on machine components, warranty, manufacturing date, etc. “Customers are even able to watch instruction and service videos of their machine such as how to start up, perform daily maintenance, trouble shoot, etc. and they can also share their machine information on this online portal,” adds Stanford.

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Available on all smart devices, Power Connect conveniently provides a direct link to Atlas Copco’s Parts Online. Once customers have found the required spare parts and/or consumables for their Atlas Copco equipment on the up-to-date spare parts catalogue system, they simply transfer them to Shop Online to place their order. Additional features such as pricing and availability checks, order tracking, delivery tracing and printing of picking lists add further value to Atlas Copco’s Shop Online platform.

Taking it a step further, customers are able to remotely manage their Atlas Copco machine fleet, irrespective of size, with FleetLink. By having the latest fleet information at hand, customers can optimise their fleet usage and reduce maintenance cost, ultimately saving both time and money. The FleetLink APP which can be downloaded from the Google Play and Apple Stores, provides access to information from anywhere, any time, keeping customers connected to job-sites, machines and teams. “This intelligent telematics system is all about smart fleet management,” says Stanford.

Available as an option on new products or as a retrofit kit, FleetLink features Geofencing for complete control of machines as well as performance indicators or service notifications to assist customers with proactive planning of their maintenance and enable rapid response in the event of a breakdown. A customisable dashboard provides an easy view of vital information such as machine running status, running hours, fuel consumption, engine load, vessel pressure, air flow or power load, and service status. “What is more, customers can keep an eye on their operational expenses by setting up daily or weekly automatic reports that contain this information,” continues Stanford. A remote Function Lockout which allows customers to remotely switch off their machine in undesired periods is also available on this state-of-the-art digital monitoring tool.

Atlas Copco has also introduced ‘Light The Power’, a power and light calculator APP that assists customers with generator and light tower sizing, cable sizing, modular power plants set, etc. enabling them to choose the best Atlas Copco solution for their individual needs. Stanford explains: “The APP will find the best Atlas Copco generator according to a customer’s application conditions and will also share information on noise emissions of all Atlas Copco mobile generators. Using our efficient Power Management System (PMS), customers are able to simulate a modular power plant according to their needs. If customers want to know how many cables they require, including length and size, or how many light towers they will need for a specific application and in any conditions, the APP will calculate this. The APP will also allow users to combine Atlas Copco products. For example, it will accurately calculate how many HiLight E3+ light towers can be connected to a portable generator.”

Wrapping up Stanford says, “It is all about keeping our customers connected and making it as convenient as possible for them. “We build lasting customer partnerships; when they invest in our products, they acquire a complete solution – superior quality products and state-of-the-art technology supported by outstanding after-sales service and convenient, value adding online digital platforms. We stay with them every step of the way.” /Ends

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**Atlas Copco Group** Great ideas accelerate innovation. At Atlas Copco we have been turning industrial ideas into business-critical benefits since 1873. By listening to our customers and knowing their needs, we deliver value and innovate with the future in mind. Atlas Copco is based in Stockholm, Sweden with customers in more than 180 countries and about 37 000 employees. Revenues of BSEK 95/9 BEUR in 2018.

For more information: [www.atlascopcogroup.com](http://www.atlascopcogroup.com)

#### Power Technique

Great ideas accelerate innovation. At Atlas Copco Power Technique, we turn industrial ideas into leading edge technology in air, power and flow solutions. Our passionate people, expertise and service bring sustainable value to industries everywhere.

**Portable Air** is a division within Atlas Copco's Power Technique business area. The division designs, manufactures and markets a comprehensive range of mobile and energy-efficient compressors, handheld light-demolition tools and industry focused solutions, such as high-pressure boosters and quality air equipment. The products are used in a wide range of industries including construction, mining, oil and gas, and rental. The divisional headquarters are located in Antwerp, Belgium. Principal product development and manufacturing units are located in Europe, Asia, South America and North America.

**Power and Flow** is a division within Atlas Copco's Power Technique business area. The division designs, manufactures and markets a comprehensive range of mobile and energy-efficient generators, light towers, and pumps. Along with associated accessories and connectivity solutions. The products are used in a wide range of industries including construction, industrial, mining, dewatering, and rental. The divisional headquarters are located in Zaragoza, Spain. Principal product development and manufacturing units are located in Europe, Asia, South America and North America.

Issued by: Laverick Media Communications T: +27(0)79 949 1090 [sonia@laverickmedia.co.za](mailto:sonia@laverickmedia.co.za) / [www.laverickmedia.co.za](http://www.laverickmedia.co.za)

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