

A publication for and about Linder Industrial Machinery customers • March 2022



A Message from Linder



John Coughlin

LINDER

Dear Valued Customer:

We hope your 2022 is off to a wonderful start!

This year looks like another good one for construction. Industry economists and experts seem to agree that there will be growth overall, and the supply chain issues plaguing material acquisitions and driving up costs will ease in the latter half of 2022. They also believe that's when the impacts of the new infrastructure bill, which Congress passed in late 2021, will begin to take effect. We've highlighted some of the benefits of the bill, aka the Infrastructure Investment and Jobs Act, inside.

To gain efficiency and increase productivity, companies across the world are adopting technology as they look to lower owning and operating costs. Learn about how technology trends such as lidar are changing the landscape in today's — and especially tomorrow's — construction industry.

Komatsu is already at the forefront of this change with solutions such as the new intelligent Machine Control (iMC) 2.0 technology with an optional auto tilt IMU sensor. See how the technology helps Tripp Bros Inc. increase its efficiency, accuracy and versatility.

Plus, we showcase Linder's new Command Center in Plant City, Fla., as well as several of our wonderful employees and customers.

As always, if there is anything we can do for you, please call one of our branch locations.

Sincerely,

Linder Industrial Machinery Company

John Coughlin, President and CEO

2022 looks bright for construction



A publication for and about Linder customers

The Products Plus The People To Serve You!

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Get to know Erik Lovett, a PSSR based in Greenville, N.C.

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Utilizing technology helps Miller's Construction Company LLC complete a wide range of projects for repeat customers



Mike Miller, vice president of operations/project manager



Matt Miller, project manager



Brady Miller, junior project manager

Third-generation employees Mike and Matt Miller have helped their family's business, Miller's Construction Company LLC, weather many storms over the past three decades. The brothers grew up learning the business inside and out.

"Our grandfather, Coy Miller Jr., founded the company in 1950," recalled Mike. "He worked together with our dad, Waymon, and they built houses and laid sewer and water lines. When our grandfather's health deteriorated in the '80s, our dad took over the company. Although Dad's now retired, he remains an active part of the business.

"We've been growing since 1985," continued Mike. "We were residential- and commercial-based primarily, but as times have changed and technology has improved, we've transitioned to more commercial and industrial work. Those projects can range from the restaurant you're having lunch at to the gas station down the road or the school your kids go to."

Based out of Anderson, S.C., Miller's Construction primarily partners with repeat customers across upstate South Carolina.

"We've worked with a lot of the same customers since I joined the company a little over 35 years ago," noted Mike. "We're around 50 employees currently, but depending on the season, we can more than double that number. One of the main reasons for our growth is that our customers trust that we will do the job right the first time."

GPS technology transforms production

According to Matt, the Great Recession forced the company to work smarter.

"Before the economic downturn, we were up over 120 employees," said Matt. "To survive, we had to find ways to work more efficiently than our competition. In about 2016, we started using GPS technology."

"It was challenging at first to justify spending extra money for the equipment because it was completely new to us, and we were unfamiliar with its capabilities," admitted Mike. "As we've moved forward and learned, it has become clear that GPS technology is the future of the industry. We're at the point now where most of our equipment utilizes technology."

Today, Miller's Construction has five Komatsu intelligent Machine Control (iMC) machines: a PC360LCi-11 excavator, two D51PXi-24 dozers and two D61PXi-24 dozers. The company's fleet also includes PC138USLC, PC210LC, PC290LC and PC360LC excavators; four HM300 articulated trucks; and a WA270 wheel loader. Mike notes that the iMC equipment helps the company save time and money throughout the lifespan of a job.



Miller's Construction
Company LLC uses a fleet
of Komatsu equipment
to complete its projects,
including a PC360LC
excavator, a PC290LC
excavator and an HM300
articulated truck.



A Miller's Construction operator cuts to grade with a Komatsu D51PXi-24 intelligent Machine Control (iMC) dozer. "A lot of our older operators have either retired or are nearing retirement, and there aren't many young kids with experience to replace them," said Matt Miller, project manager. "With the iMC machines, I can take someone without any operating experience, put them on a dozer, and they can grade as well as the retiring operator within a couple weeks."

"If you're not running an intelligent machine then you're paying a surveyor to go out and do all of the work the machine does for you." explained Mike. "One of the most effective areas we're able to utilize the iMC machines is creating water retention ponds. Almost every job requires one, and they're always uniquely designed with strict tolerances. We can use the 360 to contour a slope and cut a pond to grade without over- or under-diggings. We use the 61s for mass earthmoving and getting within a couple tenths of grade. We use the 51 to dress up behind the 61s and take a job to final grade. The 51 is just as good as a motor grader, and I say that as a longtime motor grader operator. Together, the iMC machines can bring a pond to grade on the first try.

"We're wrapping up on 30 months at a school job site, and the ponds that we built at the beginning of the project are still exactly where they need to be," added Mike. "We're so confident and comfortable with the process that we were able to hydroseed and net the pond ahead of schedule."

The Komatsu iMC equipment is also helping Miller's Construction combat its newest challenge: a labor shortage.

"A lot of our older operators have either retired or are nearing retirement, and there aren't many young kids with experience to replace them," said Matt. "With the iMC machines. I can take



At a school job site, a Miller's Construction operator primarily uses the Komatsu PC138USLC excavator for tasks related to utilities.

someone without any operating experience, put them on a dozer, and they can grade as well as the retiring operator within a couple weeks."

Finding solutions, not excuses

Linder Industrial Machinery Company and sales representative Tyler Halbert work closely with Mike and Matt to help Miller's Construction find the right machines for its jobs. Mike notes that during the COVID-19 pandemic, dealer support has been key to the company's success.

"COVID has created lots of supply chain problems where it's challenging to find parts," stated Mike. "Linder and Tyler didn't make any excuses — they found solutions to keep us running. We actually switched to primarily Komatsu equipment from a competitive brand



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Continued . . .

'I couldn't ask for anything more'

... continued

and believe that is one of the best business decisions we've made."

"Product support is important to any organization, and Linder's support of our company beats anybody else out there," added Matt. "We know that we can call our sales rep and he will answer the phone or get back to us quickly. I've called him at 8 at night, and he always responds."

ROMATSU TO THE PARTY OF THE PAR

A Komatsu PC360LCi-11 iMC excavator operator for Miller's Construction cuts a slope directly to grade and places the material into the bed of a Komatsu HM300 articulated truck.

(L-R) Tyler Halbert, Linder sales representative; Jay Thomason, Linder project support representative; Buck Sisk, superintendent; Mike Miller, vice president of operations/project manager; Matt Miller, project manager; and Brady Miller, junior project manager, work together to efficiently complete projects. Miller's Construction trusts Tyler and Linder to take care of its equipment needs. "COVID has created lots of supply chain problems where it's challenging to find parts," stated Mike. "Linder and Tyler didn't make any excuses — they found solutions to keep us running."

Miller's Construction relies on Linder's technicians to service its Komatsu Tier 4 equipment through Komatsu Care, a factory-scheduled maintenance program for three years or 2,000 hours.

"The technicians notify us when a machine is due for maintenance and plan service around our schedule," explained Mike. "That means we keep our machines in great condition and allow our mechanics to focus on other equipment.

"We're not the largest grading contractor in the area, but Linder treats us the same as somebody three times our size," continued Mike. "Linder bends over backwards to provide the support we need, and I couldn't ask for anything more than what they offer."

Next generation

Matt's son, Brady, is currently a junior project manager at Miller's Construction. Brady has wanted to work for the family business since he was a kid.

"I've seen how hard my dad and uncle work and feel like I owe it to them to keep growing the company," said Brady. "I have a brother that's nine years younger than me, and I hope he takes an interest in the business so that we can have the similar experience to my father and uncle working together. As I become more involved with the decision-making process, I see us moving towards more turnkey jobs and continuing to implement technology into everything we do."

"I hope to live to be my dad's age so that I can see where Brady takes the business," professed Mike. "He has the ideas, resources and drive to grow the company. I'm excited to see where we go over the next couple of decades."



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WD Site Development Inc. utilizes technology to meet aggressive site development, underground utility and roadwork schedules



Jaret Williams, owner

Jaret Williams grew up with the construction industry in his blood. After working various construction industry jobs, Williams founded WD Site Development Inc. in 2012 with his business partner, Nelson Duarte.

"I've been playing with dirt toys my whole life," noted Williams. "After my dad was injured, I decided to forfeit my college baseball scholarship and came home to start operating equipment. Pretty quickly I started taking on my own work, and everything grew from there."

Today, the company is headquartered in St. Cloud, Fla., and employs over 100 people. It focuses on building relationships with its diverse group of clients.

"We primarily service the Central Florida area," noted Williams. "Our focus is site development, underground utilities and road building work for our clients in the government, municipal and private sectors. Our diverse capabilities allow us to take on any project that comes our way."

iMC technology a necessity

WD Site Development has taken on projects for some of the area's largest companies, including Orange County Public Schools,

An operator utilizes a Komatsu PC360LC excavator to load material into the bed of a Komatsu HM300 haul truck. "I operate a lot of our iron and have found that Komatsu is the most reliable and fuel-efficient," noted WD Site Development owner Jaret Williams. "We don't have a lot of downtime."



Universal Studios Florida, Valencia College, and the University of Central Florida. It's also completed various commercial, multifamily and single-family developments, as well as Florida Department of Transportation (FDOT) projects. Currently, WD Site Development has a project in Kissimmee, Fla.

"We're completing work on a job site that will provide mixed-use multifamily homes and apartments for the Poinciana area," explained Williams. "Five years ago, we built the assisted living facility that's on the adjoining property, and the owners referred us to take on this project. Over the course of four months, we'll clear the 28-acre property, handle 100,000 yards of cut and fill, and have the job site ready for the builders to put up vertical structures."

To keep pace with its aggressive project schedule, WD Site Development relies on its fleet of Komatsu equipment. The firm partners with Linder Industrial Machinery Company and sales representative Nick Georgi to find the right machines.

"I operate a lot of our iron and have found that Komatsu is the most reliable and fuel-efficient," noted Williams. "We don't have a lot of downtime. My first Komatsu machine was a WA320 wheel loader that we used at a ready-mix plant and ran up to 25,000 hours. After that, I bought a PC200LC excavator to start taking on small storm work. When Komatsu introduced the slant-nose design to its dozer in the mid-2000s, I tried it out and liked the blade visibility. Since then, I've operated multiple brands of dozers and found that the Komatsu dozer is the most operator-friendly."

In 2012, the firm added its first Komatsu intelligent Machine Control (iMC) machine, a D51PXi dozer. Today, it operates six D51PXi dozers, one D61PXi-24 dozer and two D39PXi-24 dozers.

"I was one of the first in the area to try out the PXi machines," noted Williams. "Once we were comfortable with building the models, we found that the dozer was a necessity to our fleet. We're doing stuff with these dozers right now that previously would have required multiple machines and a lot of extra people that we no longer need.



An operator pushes dirt to grade with a Komatsu D51PXi-24 dozer on WD Site Development's multifamily homes and apartments project in Kissimmee, Fla. "Once we were comfortable with building the models, we found that the (D51PXi) dozer was a necessity to our fleet," said owner Jaret Williams. "We're doing stuff with these dozers right now that previously would have required multiple machines and a lot of extra people that we no longer need."

"We can take a project from first cut to finishing our base rock and preparation for final grades on one platform," continued Williams. "We handle our concrete work in-house, which means we need communication between multiple machines. The iMC technology provides the integration for our models, which allows us to work efficiently and productively throughout the duration of a project."

Williams sees the impact Komatsu equipment and iMC technology has on hiring and training.

"It's a little comical, but I've got a lot of great operators when they're running our GPS equipment," said Williams. "I told my son that he can learn how to run a dozer as fast as he can learn how to play a video game. The technology is very user-friendly for the younger generation that's used to looking at a screen and having all of the controls at their fingertips."

WD Site Development also rents iMC excavators, such as the PC360LCi-11, to complete work on projects.

"We've found that the iMC excavators are very functional for big pond excavations and storm and sewer installations," noted Williams. "We had several big projects where we had to underlay rock, and cutting exactly to grade with the GPS technology allowed us to keep our material quantities in check. As we grow, we plan to integrate the PC360LCi-size excavators into our fleet due to the time and cost savings. The iMC excavator also pairs great with our iMC dozers and allows us to always know where we're at on a project."

Linder & Komatsu machines deliver

When Williams needs an equipment solution, his first stop is always Linder and Nick Georgi, his sales representative.

"I started working with Linder when I had a ready-mix operation and have continued to partner with them since establishing WD Site Development," Williams noted. "Through renting, leasing and purchasing a lot of different iron, I've always felt that we've had the best relationship with Linder. Downtime is a huge issue, and we don't have a lot of it with our



Continued . . .

'We see a substantial time and cost savings' with Komatsu

... continued

Komatsu and Linder equipment. Linder is great about stepping up to the plate when something happens to maximize our uptime and keep our machines running."

WD Site Development has a wide range of Komatsu machines, including excavators in all class sizes up to the PC360LC-11, dozers



An operator dumps material out of the bed of a Komatsu HM300 haul truck at WD Site Development's multifamily homes and apartments project in Kissimmee, Fla.

ranging from the D39PXi to the D61PXi, HM300 and HM400 haul trucks, as well as a GD655-6 motor grader. When looking at equipment, one factor Williams pays close attention to is fuel consumption.

"When you have a big fleet of iron, excessive fuel consumption can slow you down and cost you extra money," noted Williams. "Our D51PXi dozers average between 2.6 to 4.3 gallons per hour. Because the dozers come with a 70-gallon tank, we're able to complete almost two full days of work before refueling. We have great consumption levels on our other machines as well. Over the course of a year, we see a substantial time and cost savings from refueling less frequently compared to other competitive brands."

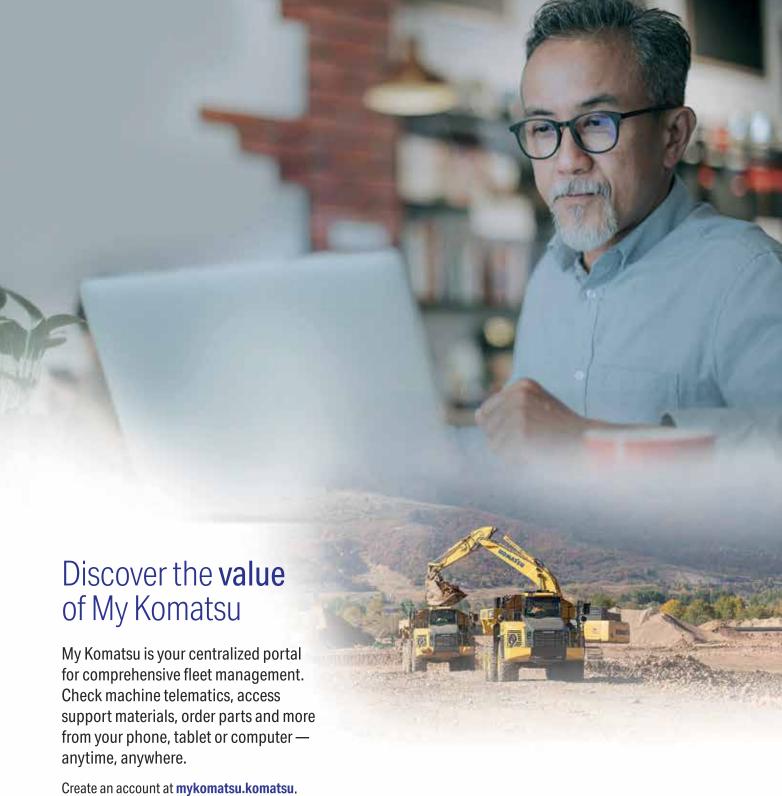
Mindful growth

While the economy is currently humming along, Williams keeps the lessons he learned from the 2008 recession at the front of his mind. He places an emphasis on strategic growth and staying smart.

"We are currently experiencing a lot of growth in the economy," stated Williams. "Everybody is busy, and there's plenty of jobs to go around. We're trying to be as conservative as possible while keeping up with the demand, which is a tough balancing act. Things look wide open currently, and we want to match that without being irresponsible."

An operator waits for a load of material to be emptied into the bed of a Komatsu HM400 haul truck.





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Florida International Terminal quickly, safely and comfortably moves shipping containers with Terberg YT182 yard tractors

As one of the world's largest importers and exporters of goods, the United States relies on its ports to handle massive quantities of shipping containers every day. At the Florida International Terminal LLC (FIT) in Fort Lauderdale, Fla., operators use yard tractors to haul containers around the terminal from morning to night. Recently, FIT added six Terberg YT182 yard tractors to its fleet.

"The increase in consumer spending has caused our operation to grow," said Rey Castresana, head foreman of the power shop mechanics, FIT. "There was a need for more yard trucks to haul the additional containers coming through the terminal. After meeting with several different distributors, we decided that Terberg would be the best fit for us."

The Terberg YT182 yard tractor features a 10-ton front axle capacity, a 38-ton rear axle capacity, a 36-ton fifth wheel capacity and a 27-ton fifth wheel lifting capacity. The forward-facing cabin is surrounded by multiple LED lights and bright colors to make the yard tractor highly visible, which helps keep the operator safe at busy locations. An ergonomic cab design puts the vehicle's controls at convenient locations for the operator.

"Inside the cab is super," said Castresana. "It's spacious, has strong A/C and a comfortable seat. The machine also has noticeably better suspension than other brands we have used in the past — you can feel it in the seat while you're operating. The machine's ability to keep our crew comfortable while operating was one of the main reasons that we chose to add the Terbergs to our fleet."

The Terberg yard tractors have noticeably improved FIT's day-to-day operations, according to Castresana.

"We've been more productive since adding the Terbergs," stated Castresana. "They're faster and stronger, which is important because the faster you can move a container around the terminal, the more reliable you are. They're like luxury cars compared to some of our other machines.

"Working at night is when you can really notice a difference between our Terberg machines and some of the other brands," continued Castresana. "Our operators can drive through the yard with heavy weight quickly and safely. After working an entire shift, you aren't worn down and are ready to go again the next day."

When choosing which yard tractors to add to its fleet, Castresana and FIT worked closely with Linder Industrial Machinery Company and sales representative Carlos Gomez.

"Working with Linder has been a positive experience because the salesman, Carlos, has been great for us," stated Castresana. "He answers his phone and responds quickly whenever we call him. I can't ask for better support than what he offers.

"The Terbergs' reliability has also been excellent so far," added Castresana. "It's one of the best machines we've purchased. If we had the budget, I would get some more."



Rey Castresana, head foreman of the power shop mechanics



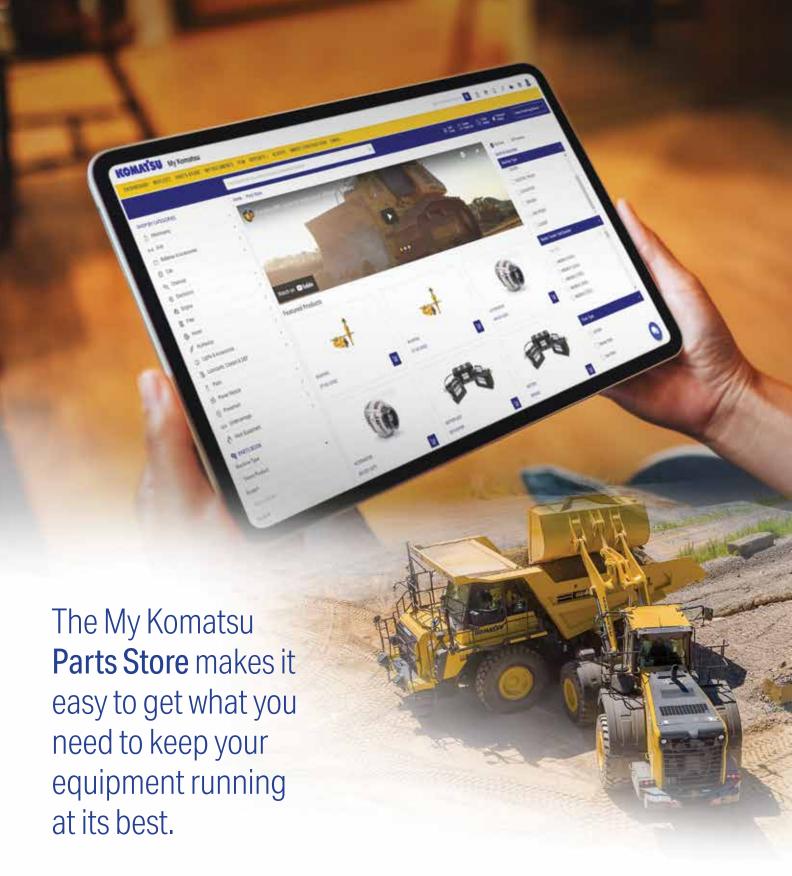
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The Florida International Terminal (FIT) recently added six Terberg YT182 yard tractors to its fleet.

> VIDEO





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Infrastructure Investment and Jobs Act brings historic investments

The recently passed \$1.2 trillion Infrastructure Investment and Jobs Act (IIJA), aka the Bipartisan Infrastructure Deal, will reauthorize surface transportation programs for five years and invest \$110 billion in additional funding to repair America's aging roads and bridges. With nearly \$40 billion dedicated to the latter, that is the single, biggest investment in bridges since the construction of the interstate highway system in the 1950s, according to the Biden administration.

Transportation safety programs will see \$11 billion in funding, including \$5 billion for the new Safe Streets and Roads for All program, established to help states and localities reduce crashes and fatalities in their communities. Another new program provides grants to community-owned utilities to replace leaky and obsolete cast iron and bare steel natural gas pipelines. In total, the infrastructure bill is projected to more than double funding directed to programs that improve the safety of people and vehicles.

Largest outlay for water systems

The spending package also includes the largest investments in other infrastructure

systems. To expand access to clean drinking water for households, businesses, schools and child care centers all across the country, \$55 billion will be dedicated to address water contamination and the replacement of lead pipes.

IIJA sets aside \$50 billion to protect against droughts, floods and wildfires, as well as weatherization, in an effort to increase the resilience of physical and natural systems from extreme weather events.

Modernizing for the 21st century

With major investments to connect rural areas, low-income families and tribal areas, \$65 billion will be dedicated to expanding broadband internet access. The bill includes provisions to make internet service more affordable and easier to compare prices.

An additional \$65 billion will modernize the nation's power grid and build thousands of miles of new, resilient transmission lines to facilitate the expansion of renewable energy.

Updates to the nation's power grid should allow more electric vehicles to be charged, and IIJA provides \$7.5 billion to build the

Continued . . .



IIJA will drive the creation of jobs

... continued

first-ever national network of electric vehicle (EV) chargers in the United States. This funding includes the deployment of EV chargers along highway corridors to facilitate long-distance travel, and within communities to provide convenient charging where people live, work and shop.

Updating public transit

In total, the new investments and reauthorization in IIJA guarantee \$89.9 billion in funding for public transit over the next five years — the largest Federal investment in public transit in history. The legislation will improve accessibility to all users, bring transit services to new communities, and replace thousands of deficient transit vehicles with clean, zero-emission vehicles.

The legislation also invests \$66 billion in rail funding to eliminate the Amtrak

maintenance backlog, modernize the Northeast Corridor, and bring service to areas outside of the northeast and mid-Atlantic. Airports will get \$25 billion to address repairs, reduce congestion, and drive electrification and other low-carbon technologies.

Job openings

Additionally, the infrastructure bill will drive the creation of good-paying union jobs and grow the economy sustainably and equitably. Combined with the President's Build Back Framework, it is estimated that on average, 1.5 million jobs per year will be added for the next 10 years.

Opportunities for construction workers, truck drivers, architects, mechanical engineers and cybersecurity analysts, among others, are likely to increase.

Roads and bridges receive the largest amount of funding in the Infrastructure Investment and Jobs Act at \$110 billion; nearly \$40 billion of which is dedicated to bridges. Transportation safety is to receive \$11 billion.





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New Command Center at Linder headquarters increases machine maintenance efficiency

Linder Industrial Machinery Company's new Command Center in Plant City, Fla., uses technology to quickly access information and efficiently serve customers. A five-person team oversees Linder's Florida, North Carolina and South Carolina regions.

"The Command Center allows us to track a lot of different information across multiple screens for all of our customers," explained Sean McNutt, service contract general manager. "We take calls from operations managers, service managers, customers, sales reps, PSRs, service techs, parts managers and anybody else that needs information regarding machine maintenance. From scheduling PM (preventive maintenance) to relaying codes, we can handle all of it from a central location."

Maximizes customers' uptime

In the middle of the Command Center, eight desks are equipped with up to three monitors each. On the walls, five TVs display general information relating to weather, machine location and technician location. Central to the operation is the Linder Lube software, which combines information from Komtrax and eXtend into one spreadsheet.

"Linder Lube allows us to see all relevant information about any machine in an easily processable format on one of the monitors at my desk," noted McNutt. "By combining the information in that system with the logistical information we have on the TVs, we're able to efficiently coordinate machine maintenance. That directly relates to maximizing our customers' uptime and increasing our technicians' efficiency.

"For example, the Linder Lube system shows a breakdown of each machine and its PM schedule, but that information is also displayed visually on a TV in the Command Center," continued McNutt. "One TV displays a map of our customer's machine's location and the hours until they're due for PM. Because we can see the locations of our service trucks on another TV, I can easily schedule a technician to perform PM on two machines near each other and free up another technician to work on something else. The Command Center takes out the guesswork of where to send each person every day."

Positive impact

Even though the program was just introduced in the fall of 2021, it is already successful, according to McNutt.

"We've increased our efficiency since introducing the Command Center and are looking to add some positions to track additional information," said McNutt. "It's exciting to introduce technology into the industry and see it positively impact our customers. We're excited to continue expanding the Command Center's capabilities and look forward to the future."



Sean McNutt, service contract general manager



The Command Center team utilizes multiple displays at their desks and TVs around the room to efficiently monitor and schedule maintenance for Linder's customers in Florida, North Carolina and South Carolina.

(L-R) The five-person team at Linder's new Command Center includes David Morris, service contract manager; Misty Williams, service contract manager; Sean McNutt, service contract general manager; Dana Glausier, service contract manager; and Casey Saladino, service admin assistant.



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- · Renewable Energy



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- · Concrete Mixer
- · Hydroseeding Unit
- Vacuum Excavator
- Personnel Carrier
- · Tac Welder/Weld Deck
- Digger Derrick/Pole Setter
- · Aerial Lift



Technology is changing the construction landscape

Have you ever been pulled over for speeding because a law enforcement officer "clocked" you over the limit? Did you know that the same technology used in the officer's scanner helps build today's construction sites?

"We use lidar (light detection and ranging) scanners on tripods or drones to shoot out about 1 million points of light per second. Whenever a laser touches something, its light bounces off the surface and back into the scanner," explained Ken Smerz, CEO of Zelus, a firm that specializes in building information modeling (BIM) and virtual design and construction (VDC). In the article "Here's how advances in technology are transforming construction industry," Smerz continues, "It's the same technology that police officers use to see if you're driving too fast, but it's just recently been used in the construction field."

Drones equipped with lidar can fly over a site and collect data that can be used to build 3D models. This fast and accurate way of surveying a site provides several benefits, according to Dustin Price, a licensed land surveyor and operations

manager at Landpoint LLC. In his blog post "Lidar Inspections Improve Construction Safety," Price points out lidar is beneficial because it:

- Delivers accurate surveys quickly at the beginning of a project
- · Provides information for simulation and analysis when developing a project
- Identifies maintenance and repair requirements on the project as needed

Tech strategy adoption

Lidar is just one of many technologies trending today in construction. To gain efficiency and increase productivity, companies across the world are adopting technology as they look to lower owning and operating costs.

An analysis and outlook by construction software company InEight Inc. found that 96% of respondents believe technology

Editor's Note: This article is excerpted from a longer piece. To read it in its entirety for additional information about technology trends and how they are playing a role in today's and tomorrow's construction industry, visit https://www.komatsu.com/ blog/2022/technologieschanging-theconstruction-landscape/



Continued . . .

To gain efficiencies and increase productivity, while lowering owning and operating costs, construction companies across that can be used to build 3D models. Lidar is just one of many



Technology improves productivity

... continued

can improve productivity, and 71% believe it's already improving the industry. Nearly 100% of contractors said they had a strategy that considered the adoption of technologies for data analytics, project management software, artificial intelligence and machine learning, among others.

According to a recent article, "Construction technology funding skyrockets to record levels" in ConstructionDive, U.S. construction technology investor funding reached a record \$2.1 billion in early October 2021 — more than a 100% increase from 2020.

While those are common to most in today's construction industry, there are other technologies gaining prominence that you might not currently be aware of, but will probably know in the future.

BIM for collaboration

Owners, architects and contractors use BIM to collaborate on design and construction at each phase of the project. According to Whole Building Design Guide (WBDG), which is managed by the National Institute of Building Sciences, BIM is a digital representation of physical and functional characteristics of a facility. It serves as a shared knowledge resource for information and provides a reliable basis for decisions during a project's life cycle.

Commonly listed advantages from experts who use BIM include improved communication and coordination, cost and resource savings, higher quality results, early identification of potential problems, and increased safety.

Don't be intimidated

Adopting technology may seem intimidating, but it doesn't have to be with the right approach, according to Damon Haber, co-founder and chief revenue officer at Record360, which helps businesses add the latest products to their operations.

"I was an operator before I became a tech guy, so I understand how it is affecting companies and individuals," Haber said. "Like equipment, devices and apps don't create outcomes; however, they can be valuable tools that help achieve them. Failures often happen when companies try to do too much or have no clear objectives as to why they want to implement certain solutions."

Haber said there are some best practices for introducing technology: start small, set measurable goals and outcomes, and secure commitments from end-users.

"You can always get bigger," Haber emphasized. "Before full implementation, it's wise to do a pilot study, and do it well. You should also look at today's modern solutions, and see how they can flex to match desired goals."

Virtual reality (VR) and augmented reality (AR) headsets are being used throughout the construction industry for operator training. Until they gain some proficiency, these high-tech devices allow a wearer to mimic the movement of construction equipment without having to be on an actual job site.





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Contractor reaches target elevation faster with new auto tilt bucket control that can follow unique design surfaces

Bobby and Allen Tripp spent countless hours running drag lines and operating dozers for their uncle while growing up on their family's farm in North Carolina. In 1997, the brothers transitioned from farm work when they established their own company, Tripp Bros Inc., which has steadily grown into a turnkey site development operation.

The firm's projects range from installing new construction infrastructure to resurfacing city and town streets. For maximum efficiency, the firm completes all aspects of a project in-house. To meet tightened grade tolerances and compensate for the declining number of experienced operators, the company has turned to GPS-equipped machines.

"The knowledge and skill lost from older operators leaving the industry — and with younger operators replacing them — GPS technology has become essential to our business," stated Bobby. "We rely on the technology to help our operators reach grade. Without our GPS-equipped machines, it would take us three times as long to complete the work."

At its residential jobs, which comprise 75% of the firm's current workload, creating as-built storm retention ponds is a challenge.

"The ponds are an environmentally conscious way to treat water before it's released from the site," noted Bobby. "Because each pond is unique, you can hardly dig them without diverting extra labor and equipment to keep it within tolerances."

Bobby continued, "We've found that with our Komatsu PC210LCi excavator with the new auto tilt bucket control, our operators can build the pond to grade more accurately than they could with a person shooting grade or checking them with a rover."

Maximum efficiency with iMC 2.0 with auto tilt bucket control

Bobby said that the new intelligent Machine Control (iMC) 2.0 technology on the PC210LCi-11, with the optional auto tilt IMU sensor, makes grading the ponds more efficient. By using Komatsu intelligent excavator auxiliary hydraulics, the auto tilt IMU sensor enables automatic control of the bucket/attachment angle to match the cutting edge of the surface.

Like all iMC excavators, the full bucket profile protects against over-excavation — even when the machine is not facing directly toward the target surface. With iMC 2.0 and the IMU sensor, the full bucket edge stays on the surface and automatically returns the bucket to a horizontal position for unloading.

"The machine is set up to tilt the bucket on its own and match a swale based on the design," explained Bobby. "We call it a 'one and done motion' because you don't have to go back and regrade the surface. The tilt bucket slopes, shapes and takes the pond to grade as you go."

"The auto tilt bucket control increases the machine's versatility and removes the need for an iMC dozer to check grade," added Alan Yoder, superintendent. "You're able to tilt the bucket instead of moving the machine to get the correct angle. Even our inexperienced operators find it easier to understand and control."

Bobby notes that the iMC 2.0 PC210LCi excavator improves Tripp Bros' efficiency contouring and crowning roads as well. "When we're undercutting a section of road, we can undercut the surface at a 2% fall and shape a crown in the road. The precision



Bobby Tripp, president

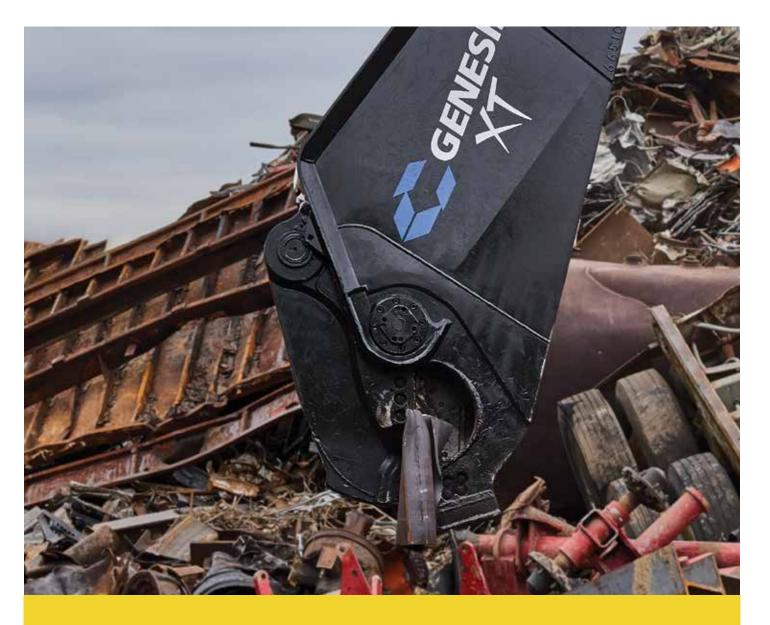


Alan Yoder, superintendent



Watch the video





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New vice president of sales for the Carolinas, Richard Fikis, focused on providing customer support and satisfaction

Linder Industrial Machinery Company recently appointed Richard Fikis as the vice president of sales for the Carolinas. Fikis comes to Linder from Komatsu America, where he spent 17 years working his way through the finance division before spending two and a half years as president of Komatsu Financial. Most recently, Fikis spent over a year at Komatsu America as the vice president of North American operations.

When the opportunity to work at Linder came along, Fikis felt it was the right move.

"I've always been customer-oriented in my roles and enjoy finding solutions for our customers," said Fikis. "Because of that, I believed working at a Komatsu distributor was a possible future for my career. When I was presented with the opportunity to be Linder's vice president of sales for the Carolinas, the role placed me in a sweet spot to focus on my skill set of customer support and customer satisfaction."

Fikis believes that the technology on Komatsu equipment, such as intelligent Machine Control (iMC), separates it from competitive brands. However, he recognizes that relationships are key to building trust with the customer.

"As much as the technology across the industry has improved and the quality of

equipment continues to improve, at the end of the day, relationships continue to be a big piece of this business," stated Fikis. "Customers trust us to do everything we can to keep them up and running, to keep them performing, and do what's best for their business. Building relationships and establishing trust with our customers is what I enjoy the most about this business.

"My goal as vice president is to leverage my background with Komatsu America, as well as the strength of the Linder organization, to define how Linder will add value to our customer's businesses through product quality, product support and technology," continued Fikis. "We want to emphasize innovative solutions through the support of our allied brands that provide the support our customers need for new equipment and in the aftermarket. One of my biggest philosophies as a manager and a leader is to allow our team to make decisions in the field and be empowered to quickly react to what the customer needs."

Fikis will be located out of Linder's Concord office near Charlotte, N.C. He has been married to his wife, Tami, for 18 years. They have three sons — Tyler, 17; Drew, 15; and Casey, 14 — who play football, baseball, basketball and lacrosse. Fikis notes that his family is excited for the move and the opportunity to live in a new part of the country.



Richard Fikis, vice president of sales for the

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PSSR Erik Lovett appreciates Linder's dynamic work environment that makes every day unique

Erik Lovett grew up aspiring to play America's favorite sport, baseball, but after getting his shot in the minor leagues, he was ready to pursue a different path. A short stint as an insurance agent left Lovett wanting more variety in his daily routine, so when an opportunity to join Linder Industrial Machinery Company presented itself, he jumped at the chance to get out from behind the desk and into the field.

"I had a working knowledge of equipment from my uncle, who owned several pieces of machinery, but I still considered myself very 'green' in terms of equipment knowledge," said Lovett. "After interviewing for the PSSR (product support sales representative) position, I knew this would be an opportunity for a career and not just a job, if I was hired. I am extremely thankful for LA McDonald, who told me about the position, and Linder for taking a chance and giving me the opportunity to fill this role."

Lovett is based out of Linder's Greenville, N.C., office. He appreciates the support he gets from his team and the dynamic environment that makes sure no two days are the same.

"There's a new opportunity to help a customer every day," stated Lovett. "There are times when I have to rework my day because a customer's machine goes down, and my priority becomes finding a solution to get them going as quick as possible. There's always something new, exciting or different happening that makes every day unique."

In terms of his career, Lovett has several goals.

"First, I want to help grow the business," said Lovett. "Second, I want to make sure that every person I interact with sees me as their first point of contact whenever they have a question or problem. I also plan to continue learning the business and advance into a managerial position where I can continue to have an impact."

Outside of work, Lovett enjoys spending time with his wife, Leah, and two sons.

"When I'm not at work, I'm usually picking up my boys from school and running them to baseball or wrestling practice," noted Lovett. "We like to go fishing and hunting on the weekends as well. We're a very active family."



"There's a new opportunity to help a customer every day," stated Erik Lovett, product support sales representative. "There are times when I have to rework my day because a customer's machine goes down, and my priority becomes finding a solution to get them going as quick as possible. There's always something new, exciting or different happening that makes every day unique."





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