

Publication: Construction Times	Headline: Cover story - Capacit'e Infraprojects
Date: Dec 1, 2025	Edition: Mumbai



## There is still room to strengthen turnaround times and predictive maintenance support.

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#### What are your views on the OEMs/rental players for their product and aftermarket support?

OEMs and rental partners play a critical role in ensuring seamless project delivery. We have observed a consistent uptick in the quality, technology integration, and safety features of equipment offered by leading manufacturers. Rental players, too, have become more organised and responsive. However, in high-density urban construction such as ours, downtime tolerance is extremely low. Timely aftermarket support, rapid servicing, and availability of spare parts remain key determinants of operational continuity. We appreciate the improvements made but believe there is still room to strengthen turnaround times and predictive maintenance support.

#### What are the challenges faced in the procurement and logistics of construction equipment for various projects?

The primary challenges revolve around urban site constraints, logistics bottlenecks, and equipment availability timelines. In metro cities, access roads, working-hour restrictions, and limited staging areas make equipment mobilisation complex. Additionally, synchronising delivery timelines with project milestones is critical—any mismatch leads to cost overruns or idle capacity. For specialised equipment, availability can sometimes be stretched, especially during peak industry demand. Efficient coordination between OEMs, logistics partners, and site teams is essential to mitigate these challenges.

#### What are the key factors that are pushing the growth of equipment utilisation in projects?

There are several drivers:

- Shift towards state-of-art construction technologies to improve productivity and safety
  - Tighter project timelines necessitating dependable, high-capacity machines
  - Adoption of digital project monitoring tools that optimise deployment and utilisation
  - Urban high-rise and large-scale institutional projects that require advanced and specialised equipment
  - Preference for rentals enabling access to modern fleet without heavy capex
- Overall, operational efficiency and precision requirements are pushing utilisation levels significantly higher across project sites.

#### What kind of further improvements in services are you looking for from the construction equipment companies (OEMs/rentals)?

We look forward to enhancements in the following areas:

- Quick deployment of construction equipment as per project demands
- Faster after-sales response times, especially at urban sites where delays have cascading effects
- Predictive and preventive maintenance services enabled by IoT and telematics
- Availability of trained operators and technical support from OEMs and rental partners
- Greater flexibility in rental terms, considering dynamic construction schedules
- Improved spare parts availability and standardisation of service quality across regions

Strengthening these aspects will ensure higher uptime, better fleet optimisation, and smoother execution across all our projects. ■