



Matthew Dickenson

IMAGE SOURCE: MGX Equipment Services

MGX UK builds crane uptime through technical expertise

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- MGX UK launched a dedicated service operation to support multi-brand mobile crane owners across the United Kingdom, focusing on maximizing crane uptime and long-term value.
- Field service engineer Matthew Dickenson, with 13 years of experience, exemplifies the team's expertise in diagnostics, troubleshooting, and customer support.
- MGX UK combines extensive parts inventory, modern telematics diagnostics, and a highly trained technician team to ensure fast, first-time fixes and efficient service delivery.
- The UK operation marks MGX Equipment Services' first European location, expanding on its established US presence in equipment sales, rental, parts, and repair services.

- **Field service engineer Matthew Dickenson demonstrates how experience and teamwork help UK crane owners keep machines operating at peak performance while strengthening their long-term value.**

Keeping cranes operating efficiently is critical on any jobsite, and that's where technicians like Matthew Dickenson, a field service engineer at **MGX Equipment Services** in the UK, play a vital role. With 13 years of experience in the crane industry, he has a keen eye for troubleshooting and the technical expertise to quickly identify and resolve issues for all crane brands.

Matthew focuses on diagnostics and troubleshooting, responding to calls, identifying issues, and maximizing uptime. By resolving complex technical challenges, the 35-year-old has built strong, long-term relationships with customers in Manchester, Liverpool, North Wales, and beyond.

"Building trust is key. The main thing is to make sure the customer knows we care and are there to help," he says. "Customers call us because they need immediate support. I guide their engineers over the phone or go there myself. Even if it is something new or unfamiliar, I'll keep digging until I find the answer."

Matthew is part of the newly established MGX UK team, which launched in July to provide service, parts and customer support for multi-brand mobile crane owners, contractors and rental companies throughout the United Kingdom. As a wholly-owned subsidiary of The **Manitowoc** Company – one of the world's largest producers of engineered lifting solutions – MGX UK draws on the Company's extensive talent pool to help customers benefit from the highest levels of productivity.

With dedicated, full-service facilities in Buckingham and Barnsley, a fleet of service vans and extensive parts inventory, MGX UK is designed to help equipment customers keep equipment operating at peak performance while protecting its long-term value.

Experienced, highly-trained team

One of the most important keys to success in supporting cranes of all brands is ensuring that technicians have relevant experience with both older and newer systems. In recent years, there have been significant changes in crane technology; however, with the long working lives of cranes, it's equally important to ensure technicians are well-versed in older systems. While older machines relied heavily on mechanical systems, where moving a lever triggers a physical response, modern cranes depend on advanced electronics and data-

driven diagnostics. This shift requires a different approach to diagnostics and training.

“At MGX, our team of technicians regularly complete training and certifications, so we are ready to support customers when they need us the most,” he explains. “But training alone is not enough. Experience and teamwork are just as important. And we have a really strong team. You don’t just rely on yourself – you share ideas, ask questions, and work through things together.”



The MGX facility in Buckingham, UK

IMAGE SOURCE: MGX Equipment Services

Fast parts access

One of Matthew’s priorities is achieving a first-time fix wherever possible. To do that, each MGX service vehicle is stocked with a wide range of commonly used parts. When additional parts or expertise are required,

Matthew works closely with colleagues across the broader service organization and at the OEMs to identify the best solution.

“Customers are always surprised when you’ve got the part in the van – but that’s what makes the difference,” Matthew says. “It’s impressive what we can do. And if we need to get the part from somewhere else, we make sure that’s done quickly too. You can have parts shipped overnight so the crane can be back up and running the next morning.”

Modern diagnostic technologies have been crucial in helping MGX technicians resolve issues. On Grove mobile cranes, for example, telematics systems such as Grove CONNECT™ provide remote access to crane data and performance history, enabling faster diagnostics and more efficient customer support.

“I received a call one night at 1:00 am to help a customer working inside a factory,” recalls Matthew. “We couldn’t use a video phone call to see the situation because of jobsite restrictions. So instead, I accessed the crane’s operating system via its telematics system and reviewed the issue, which I was able to resolve immediately – without needing to go to site.”

Matthew’s customer-focused approach reflects the broader mission of MGX UK: delivering expert support that helps crane owners maximize uptime and productivity.

Looking ahead

The UK operation of MGX Equipment Services is its first European location. It builds on the success of MGX Equipment Services in the United States, where the company has long provided comprehensive equipment solutions including new and used equipment sales, crane rental, OEM parts and industry-leading repair and remanufacturing services.

Source: MGX Equipment Services

CRANES

MOBILE CRANES