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Services and contracts that deliver optimum customer benefits

- Scania is expanding its bid on connected services that make things easier for both drivers and hauliers, with the focus on customer profitability
- With flexible plans Scania customers get precisely customised maintenance for their vehicles, based on actual usage
- Predictable maintenance and greater availability help improve hauliers' transportation efficiency
- With the introduction of a new generation of its Communicator, Scania is safeguarding the future of truck intelligence
- 95% of all of Scania trucks delivered to Europe are connected; a platform for productivity- and availability-enhancing services
- Scania is introducing increased functionality for mobile services
- Ecolution by Scania further reduces fuel consumption with the help of optimised solutions, training and smart maintenance
- Integrated financing and insurance solutions via Scania increase hauliers' chances of being sustainably profitable

An ecosystem of services, both physical at Scania dealerships and digitally via connectivity, is essential for being able to sustainably run a company in the long term in today's competitive transportation industry. Scania is a pioneer within connected vehicles and, with the introduction of the new generation of trucks, the company is reinforcing its prominent position in this area. Just like with the vehicle itself, the ability to customise individual setups and solutions for all types of haulier is the one factor that could make the difference between profit and loss in the only business the customer really cares about: their own.

Almost a year ago, Scania began rolling out Scania Maintenance service with Flexible Plans on all markets in Europe, a process that will be almost fully implemented when the new generation of trucks is introduced. The service is based on the idea that all trucks are connected and it is their actual usage data, rather than the traditional mileage or calendar method, which determines how they are to be serviced, according to the specific maintenance contract between Scania and the individual customer. This may mean that oil-change intervals may be up to 150,000 kilometres, provided the operating conditions are suitable and so long as Scania's long-life oil is used.



With flexible maintenance plans based on connectivity and the vehicle's actual usage pattern, the result is significantly greater maintenance precision. Scania's solution ensures that every single truck gets exactly the right maintenance at exactly the right time. This cuts the time needed at the workshop and allows the vehicle to be in operation for more days per year compared with fixed maintenance plans regulated by the calendar.

"There are obvious customer benefits in this, such as significant potential for fewer visits to the workshop," says Lars Karlsson, Head of Services Range at Scania. "Rather than customers having to keep track of and accommodate fixed service intervals, Scania instead contacts them to arrange a suitable time to visit the workshop. Naturally, this change is based on the idea that all the vehicles are connected. If you then connect additional services, like Remote Diagnostics and VRS, Vehicle Related Services, we can be proactive in our relationship with the customer and improve their chances of keeping their vehicle at work through planned and preventive maintenance."

Correctly calibrating the maintenance has a major impact on important aspects like availability and resale values. A vehicle that receives exactly the right amount of service will be working and generating revenue for more days and retain its residual value better.

"We know that with the old approach, before vehicles were connected, there were both over-serviced and under-serviced vehicles, as one size doesn't really fit anyone perfectly," states Lars Karlsson. "I think we can all agree that the best thing is to give every vehicle exactly the amount of maintenance it needs."

In recent years, Scania has introduced a number of services relating to service and maintenance, on a number of markets. Using their own staff, for example, Scania can take over responsibility for a customer's vehicle fleet to a greater or lesser extent. This might mean an expert from Scania on site at a customer's haulage facility – if necessary at the customer's own workshop – to plan and establish vehicle maintenance. It might also mean contracting out technicians or establishing temporary workshops, for example, in connection with major construction projects.

"We are always open to dialogue," Lars Karlsson points out. "Different customers have different business models and needs, but we are noticing that more and more appreciate the value of linking arms with Scania. The vehicles are advanced, and unplanned downtime can be very costly. By designing a one-stop-shop solution with local Scania representatives, you can get everything from tyre maintenance to customised maintenance plans at a predictable monthly cost."

Connectivity is a key to profitability

Connected trucks are unavoidable in the EU of 2016, and Scania currently has more than 200,000 connected vehicles. Industry experts across the board agree that the ability to benefit from connectivity is essential to competitiveness in the future. But how then, as an individual haulier, can one orientate through all the visions being offered?

"Scania's assessment is that within a few years, quality, user-friendliness and the actual benefit of the services that connectivity enables will mark the great dividing line in the industry between premium manufacturers and all the rest," says Mattias Lundholm, Head of Connected Services at Scania. "Vehicles will also have to support sustainability and have high availability in the future. Offering a cleverly designed range of services and added value increases a haulier's competitive edge and contributes to more profit."



Connected vehicles are a crucial piece of the puzzle for creating safe and sustainable transport solutions. Scania has a comprehensive system of eco-services that are included in the offer and that are fully or partly based on vehicle connectivity. All told they help promote sustainable transports and contribute to the individual haulier's profits.

Scania's existing range of services within Fleet Management and Driver Services is being constantly expanded with additional and further developed functions. Among the services currently being introduced in the area of Product Integrated Services are remote management of the vehicle's auxiliary heater and a number of improvements to communication between the driver and haulier. We are talking about a new portal with further developed functionality. The actual appearance and interface has been given a thorough overhaul. For example, things like messages, addresses and route directions can now be transferred straight to the vehicle's infotainment system from the traffic management team back at the haulier's office.

"The saying that it's only your imagination that limits you may be slightly overused, but it really is true," says Mattias Lundholm. "We have a number of productivity-enhancing and/or cost-reducing functions on the way, services relating to things like route planning, vehicle maintenance, various theft and security functions and driver support."

Predictability gives peace of mind

Services like Ecolution by Scania have now been on the market for a number of years and have had enough time to prove their worth many times over. By paying considerable attention to everything from the vehicle's specification to driver training and follow-up coaching, as well as planned maintenance, you can achieve results in the form of increased revenue per vehicle, which few would have believed possible just a decade ago.

"Ecolution by Scania focuses on both costs and revenues for hauliers," says Mattias Lundholm. "The right vehicles and trained drivers is a guaranteed recipe for being able to achieve the best overall economy in your business. If you then extend your solution by adding financing and insurance from Scania, well, then you can look forward to secure ownership. With predictable and pleasantly low costs and vehicles that are basically always available, hauliers can focus on doing a good job for their clients while being sustainably profitable themselves."



Although today's Scania trucks are so advanced and are equipped with a range of driver support systems, the driver still has considerable influence on both the fuel consumption and reliability of the vehicle. Trained drivers drive better, in every respect.

With the new generation of trucks, Scania is also opening up a number of new options with regard to the truck's ability to communicate with the rest of the world, based on the built-in Scania Communicator. Hauliers and drivers alike can access the new interface and services, which are not tied to existing technological solutions.

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