



SCANIA MIDDLE EAST

JOURNEY

[SUSTAINABLE TRANSPORT SOLUTIONS]



Partner News

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[IN FOCUS]

Contracted Services

Service for the Only Business that Matters. Yours.

#2 – 2020

SCANIA



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Optimal Service Solution

I would like to start this edition of the Scania Middle East Journey Magazine by expressing my sincere appreciation to all our partners and Scania colleagues across the Middle East region for the great work conducted during the year. During these challenging times, the dedication of the whole Scania organisation and our long term relationship with our customers made the difference. A big thanks to all of you!



I would also like to take this opportunity to give a warm welcome to three new Scania partners in the region. In Kuwait, the newly appointed dealer GTE Olayan that have started the sales and service activities. Additionally, as of end of 2020, Saad & Co. in Syria and Scantrucks in Lebanon will join the Scania Middle East family as well.

In this edition, we are very happy to put extra focus on all the great services we are offering together with our partners. These services not only support our customers in improving uptime and cost of operation but is also a way of standardizing our offering across the region.

Please take the time to review our excellent service portfolio and do not hesitate to contact us or our extensive dealer network to get more information.

“I would also like to take this opportunity to give a warm welcome to three new Scania partners in the region. In Kuwait, the newly appointed dealer GTE Olayan that have started sales and service activities. Additionally, as of end of 2020, Saad & Co. in Syria and Scantrucks in Lebanon will join the Scania Middle East family as well.”

Erik Bergvall, Managing Director at Scania Middle East FZE

WHY SERVICE CONTRACTS?

No business is like the other. Different routes, different styles and environments, all affect the wear and tear of the vehicle. With Scania Contracted Services, we tailor plans that fits your business ensuring maximum uptime, increasing productivity as well as decreasing disruption in your daily operation.

CUSTOMER BENEFITS



UPTIME

No room for Downtime. Our promise to ensure that unplanned downtime does not happen.



RESIDUAL VALUE

Maintaining your Scania with us guarantees higher value of your Scania.



TOTAL OPERATING ECONOMY



FIXED R&M COST

Predict your costs, focus your time and energy on your business.



FLEXIBLE MAINTENANCE

Enjoy peace of mind by benefitting from flexible maintenance and driveline protection for upto 5 years.

INTRODUCING MAXIM@ AND ULTR@

MAXIM@

FULL REPAIR AND MAINTENANCE

With Scania Contracted Service - Maxim@, benefit from up to 5 years of Full Repair and Maintenance.

What do we cover?

- Up to 5 years Maintenance Contract
- Up to 5 years / 1,000,000 kms / 20,000 hrs powertrain protection*
- Up to 5 years / 1,000,000 kms Full Repair Contract*
- Up to 5 years Connected & Driver Services



*T&Cs apply

Contact your nearest dealer to know more

ULTR@

MAINTENANCE + DRIVELINE PROTECTION + WEAR AND TEAR REPAIRS

With Scania Contracted Service - Ultr@, benefit from up to 5 years Maintenance, Driveline Protection and wear and tear repairs*

What do we cover?

- Up to 5 years Maintenance Contract
- Up to 5 years / 1,000,000 kms / 20,000 hrs powertrain protection*
- Up to 5 years / 1,000,000 kms wear and tear Repair Agreement*
- Up to 5 years Connected & Driver Services



*T&Cs apply

Contact your nearest dealer to know more



EXTR@ MAINTENANCE + DRIVELINE PROTECTION

With Extr@, insure your driveline along with Maintenance of your vehicle for up to 5 years. Enjoy peace of mind knowing that your main components are protected and taken care of.

What do we cover?

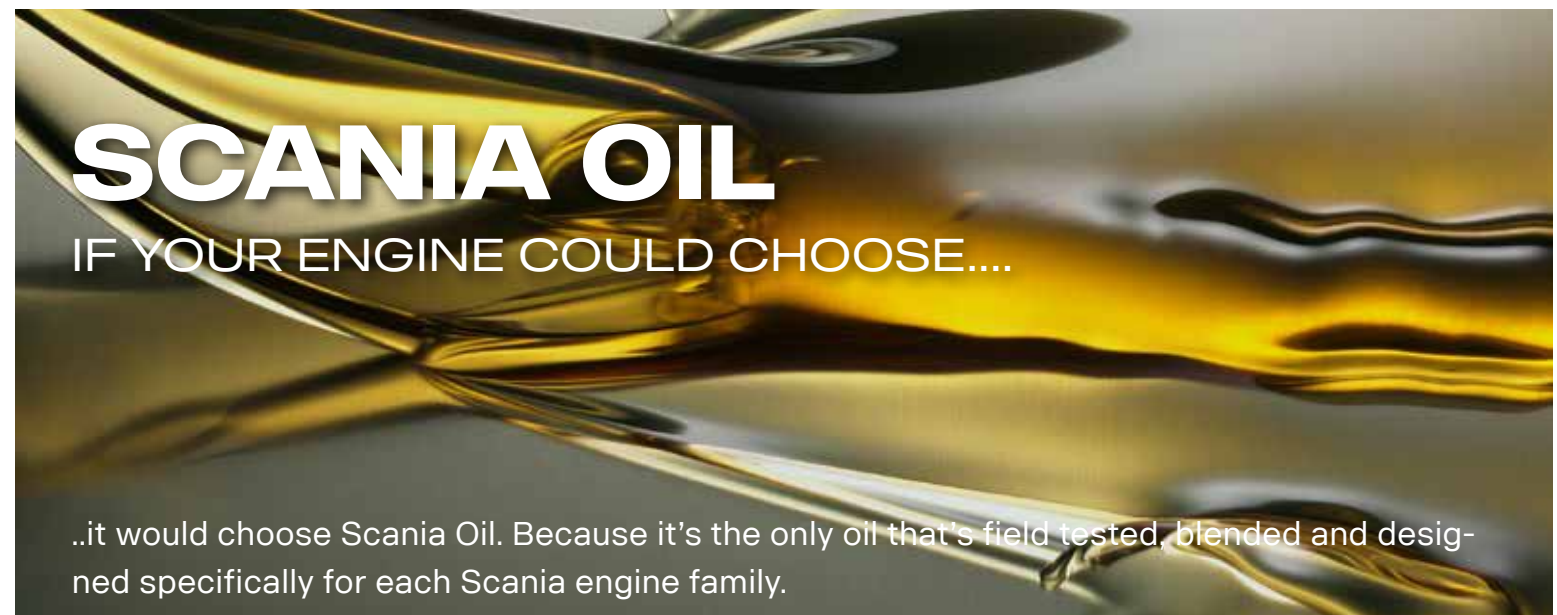
- Up to 5 years Maintenance Contract
- Up to 5 years / 1,000,000 kms / 20,000 hrs powertrain protection
- Up to 5 years FMS Monitoring or FMS Control Package



CLASSIC LUB3 (Vehicles 5+ years)

It's time you give your reliable partner the care it needs. For Vehicles 5+ years and at a fixed price, with Scania Classic Lub3, you can avail:

- Engine Oil and Filter Change
- Fuel Filter and Water Separator Change
- Greasing the Chassis
- Health Diagnostic Checklist and Operational Analysis Report
- Additional 10% parts and labour discount
- 2 year parts Warranty



SCANIA OIL IF YOUR ENGINE COULD CHOOSE....

..it would choose Scania Oil. Because it's the only oil that's field tested, blended and designed specifically for each Scania engine family.

Scania Oil is a perfect "DNA match" for your Scania engine. No other oil is formulated better to meet the needs of your engine. When you chose Scania Oil, you can be sure you are giving your engine the best protection there is.

Benefits:

- Optimised protection of Scania engine, Axle and Gearbox
- Optimised change intervals
- Minimised Oil consumption and fuel consumption
- Minimised impact on after-treatment system
- Compliance with emission legislation
- Minimised environmental impact



CONNECTED SERVICES

With Scania Fleet Management, customers can now take control of their fleet and drivers remotely. As part of the Contracted Services, we are now offering the below 2 packages to our customers.



Monitoring Package is an easy-to-use service that puts you on the right track to improving your fleet economy – even for small fleets.






The Control Package is an advanced set of services that help fleet owners utilize vehicle and driver follow-ups and operational information to support their transport process.



OUR SERVICE CONTRACTS

THE BENEFITS

	EXTR@	ULTR@	MAXIM@	CLASSIC LUB3
Service Plans				
Preventive Maintenance				
Driveline/Powertrain Repairs (Warranty)				
Connected Services FMS Monitoring				
Wear and Tear repairs*				
Full Repairs* - Bumper to Bumper				
Scania Assistance - Towing Service				
Scania Vehicle > 5 years				

*T&Cs apply

EXPERT'S ADVICE

Why choose Contracted Services?

Scania Repair and Maintenance Contracts are valid in all GCC countries and gives our customers flexibility of choice, depending on their needs regarding coverage and time.

- For full coverage, we provide **MAXIM@** which is a "bumper to bumper" Repair and Maintenance contract and our most comprehensive solution
- The most practical option is **ULTR@**, which includes pre-planned maintenance, powertrain protection and wide range of wear & tear repairs
- EXTR@** gives "peace of mind" about powertrain from engine to the drive axle and hubs

Authorised Scania Dealers take care of the vehicle; Parts are Scania original only; Scania Oil for engine and transmission provide the best performance and extended service intervals; Professional, well trained Scania technicians take care of the truck, using the most updated technical information and diagnostic tools, including Remote Diagnostic solution.

Different contract types, up to 5 years period, make Scania's solutions a truly complete offer for maximising vehicle uptime and provide best economy of vehicle operation for Scania Customers.



Marek Rucinski
Service Director, Scania Middle East

#SCANIAVOICE

Andrew Fraser
After-sales Manager, GCC Olayan
Kingdom of Saudi Arabia



After 9 years at GCC Olayan I have seen and experienced many changes in market and business dynamics. The New Truck Generation and developments in Contracted Services have totally changed the customer perspective of Scania and GCC Olayan in the Saudi market. This is more evident when Contracted Services packages include the activation of Scania FMS, the real time data received is invaluable in controlling total operating costs and uptime. While we realized impressive market gains in recent years, the effects of the pandemic have definitely slowed down the progress of our ambitions."

Jiju Jayaprakash
Electrician, Bin Brook Motors &
Equipment LLC, Abu Dhabi



For almost 8 years of staying in the company, I acquired comprehensive knowledge of vehicle repair. The Scania Top Team encourages a healthy level of competition among us and we get a chance to apply our collective knowledge and tactical abilities as a team during the competition and learn a lot of strategies to improve our techniques in troubleshooting vehicle issues. Competing with each team inspires us to put more effort, work harder, and become more productive at work as a team. The past few months have been challenging for all of us. We have taken several precautionary measures in our daily routine here at Bin Brook Motors & Equipment L.L.C."

Venkatesh Ganesan
Service Manager, SATA
Oman



Most of our customers bring their trucks to our workshops in Muscat or Sohar for service and repair, but Oman is a big country and sometimes we have to send our team to Salalah in the far south, about 1000 kms away from Muscat. We have a fully equipped mobile service truck that we use for trips to even the remotest places. Our tailor-made service and maintenance contracts bundled with the Extr@ agreement is a USP which differentiates us from the competitors. When Corona restrictions hit, we were able to service only customers that deal in essential utilities, like fuel transport, food transport, and civil services providers. It was a strong reminder of how important our industry really is."

Edgar Feranil
Workshop Supervisor, ARACO
Qatar



Working with Scania is an honor for me, it is a prestigious brand that has helped me enrich my skills. Scania trainings and programs help me develop different techniques, practices and standards in my field of expertise. Most customers testified the efficiency, reliability and the great performance of Scania and it is with no doubt as I can also attest into that. With the advanced technology of Scania, it helps us check the performance of the truck/bus easily, it's also advantageous for us as we can quickly diagnose the problem of the truck/bus using this technology. Our work was made easy. Scania's technical support is very responsive, this helps us solve the issue quickly."

Viloj Padmanabhan
Workshop Manager, Al Shirawi
Enterprises, Dubai



I had joined the company in 2005 as a Service advisor and now handling the responsibility of Workshop Manager. Al Shirawi Enterprises is one of the best companies to work with. Training of customer's driver is our key focus area and we have a dedicated well experienced driver trainer. Customers evaluate Scania vehicles not just on the initial price, but they calculate the Total Cost of Operation. We do not sell only trucks, but we offer Complete tailor-made transportation solutions. Extr@, the Scania Powertrain protection warranty is well accepted and appreciated by the customers. COVID came as a big challenge to the transport industry. Even during Lockdown our workshop was functional as we were under essential services category. Protection of our employees and customers are our topmost priority. All vehicles coming to our workshop for repairs are disinfected. Social distancing is strictly observed during Tool box meetings and in the workshop."



"Since more than 90 percent of the CO2 emissions generated in our business occurs after the products leave our factories, it is imperative that we also consider these emissions. Limiting ourselves to only reducing our own emissions is simply not enough. We will therefore work in close cooperation with our customers in operating their trucks, buses and engines with less climate impact," says Scania's President and CEO Henrik Henriksson.

"We congratulate Scania for their commitment to take the urgent action needed to address the climate crisis," said Alexander Farsan, global lead for Science Based Targets at WWF, one of the Science Based Targets initiative (SBTi) partners. "They are the first heavy commercial vehicle manufacturer to set an ambitious 1.5°C target through the SBTi and commit to reducing emissions not only from their own operations, but also from the use of their vehicles."

"Science is today clear that our future on Earth depends on holding global warming well below 2°C, which means cutting emissions by half every decade. Science based targets are critical to succeed in this endeavor. Heavy transport is a backbone of our societies, and Scania's commitment to science based targets for climate, along its entire value chain, will not only contribute to reduce climate risks, but will also send a strong signal through the economy, that decarbonizing is real, is now, and constitutes an investment in future competitiveness", says Johan Rockström, professor in Earth system science, and Director of the Potsdam Institute for Climate Impact Research in Germany.

Over the past several years, Scania has significantly reduced CO2 emissions from its own operations and from its own transport and logistics. Scania has also worked to minimize emissions from its products through fuel efficiency measures. Since more than 25 years, the company has provided the industry's broadest range of products that run on alternatives to fossil fuel. In September 2019, Scania announced its aim to set Science Based Targets. The approval of these targets now marks another major milestone on the journey towards fossil-free transport. "Regardless of whether we, as at present, are in the midst of a crisis or not, we will not compromise on sustainability. Driving the shift towards a sustainable transport system is Scania's purpose and we remain fully committed," says Henriksson.



Mai Auapinyakul, Business Development Manager at Scania Mining throws some light on the Sustainable Mining Solutions from Scania Operations

Q. How can Scania help make mining operations more sustainable and profitable?

A. We work in close partnership with our customers to develop a deep understanding of their operations and processes. This holistic view enables us to optimise their productivity and reduce their operating costs. We do this by recommending the right vehicles and services and work continuously to improve the efficiency of the fleet even after the vehicles are delivered. By eliminating idling and optimising the way the fleet is used, we boost customer profitability by reducing fuel consumption and thus, carbon footprint.

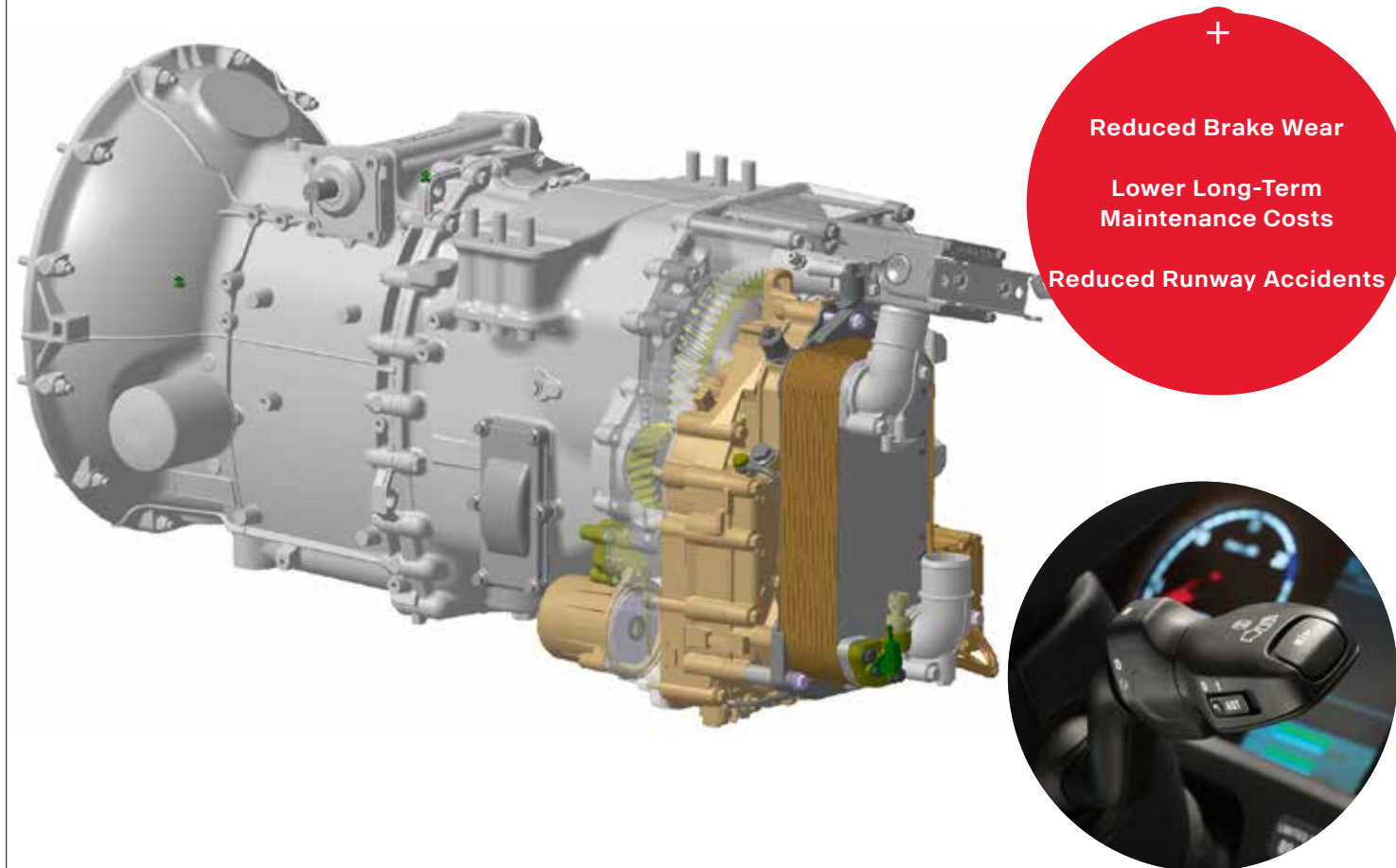
Q Mining is not an industry that's associated with sustainability. Is this changing?

A. Mining is an industry with a large social and environmental impact. With electrification on the horizon, mining has a crucial role to play in supplying the materials to expand the grid, produce batteries and solar panels etc. This will put even more pressure on us in making the industry more sustainable in all aspects. One part is that the industry must become more innovative and sustainable around, for example CO2. Autonomous technologies will be a game changer here.

Q How will automation change the mining industry?

A. Removing drivers means that mining businesses could replace the big, heavy machines traditionally used for in-pit material transport with many smaller, potentially electrified vehicles. This brings huge advantages in terms of fuel consumption and CO2 footprint and safety. Automation will also make the transport flow more efficient and predictable. People's roles will also change, as drivers become operators and technicians software developers.

TRUCK FEATURES - RETARDER



The Retarder is an auxiliary brake which brakes the driving wheels and is mainly used for long periods of braking. The Scania Retarder distributes the braking power in a vehicle to as many different systems as possible, keeping the brake pads and linings as cool as possible. In an emergency, the pads can then deliver as much braking as possible.

Benefits:

- The Retarder reduces braking wear and tear and boosts safety by keeping the service brakes cold for full emergency performance.
- The saved costs of downtime, materials and work for changing the brake linings and brake discs on a prime mover and semitrailer mean that a Scania Retarder pays for itself within a short period of time. And that's before considering the additional safety feature of keeping the service brakes cold and increasing its service life.

TRUCK FEATURES - AUXILIARY CAB COOLER



The Auxiliary cab cooler is integrated in the normal climate system and used to maintain a comfortable temperature in the cab when the engine is switched off.

Functions:

- Pressing the button once for the auxiliary cab cooler will start the ECO function. The function means that the auxiliary cab cooler is run at a low level and is switched off automatically after 8 hours.
- Press the button a second time will start the PWR function. The function means that the auxiliary cab cooler is run at a higher level and is switched off automatically after 2 hours.

Benefits:

- Comfortable temperature in the cab
- Fuel Saving and less CO2 emissions - A Sustainable option
- Reduced wear and tear on engine leading to Extended service interval and lower maintenance costs.



A pleasure to drive.

Refined ergonomics in the driver station and the Scania Opticruise make it easy to stay relaxed and focused for smooth economical driving.



A joy to ride.

The Scania Touring is created to exceed the expectations of today's global citizens with safety as well as stylish design and smart layouts.



A privilege to own.

Designed to fulfil a wide range of uses, the Scania Touring brings you excellent total economy with high level of service and support.

Introducing Scania Touring in Saudi Arabia through our partner GCC Olayan



"GCC Olayan has been partner of Scania for over 35 years in KSA, this heritage and experience with the product has led GCC to become a major player and trusted partner in the transportation and construction market. With the new developments and the transformation initiative cascaded by the KSA government, to grow the local economy as part of Vision 2030 we now embark on a new journey, to introduce into the KSA market the most comfortable, recognized and prestigious Scania Touring, which will be used as an integral factor in developing world class tourism transportation across KSA."

Ibrahim Abudayeh
Regional General Manager,
GCC Olayan, KSA



Scania Touring reaps success in Australia

Scania Touring has been quickly accepted into the school and charter bus market in Australia. "Scania Touring has been a success in Australia from day one, and its inclusion as part of the Ventura fleet for school and charter work is a perfect example of how Scania tailors its products to meet its customers' needs," says Julian Gurney, Director of Sales for Buses and Engines, Scania Australia. Long-serving Ventura driver Roy Beattie says that the new Touring is very smooth to drive, and the automatic transmission provides a refined travelling experience for the passengers. "It is more comfortable for drivers and passengers, and the braking system is very well calibrated, too. The school kids are really happy to be driven around

in a new bus and one that's smart and quiet," he says. The coach for Ventura has been specified with the 9-litre 360 hp engine. The 57-seaters all feature powered wheelchair lifts above the rear wheels and a capacity for carrying two wheelchairs internally with the loss of four rows of seats on the left aisle. A benefit of the slide-out wheelchair lift design is that it does not eat into precious luggage space.

"It's a dream to drive"

Further driver assistance technologies have also made a positive impression on Beattie. "I was previously driving a 2000-model manual transmission Scania bus and the difference is significant. There's so much more technology on these new vehicles. It's a dream to drive. It's like the bus becomes an extension of you, it's very predictable."

SCANIA ENGINE NAME CHANGE TO POWER SOLUTIONS

The new business area name for Scania Engines will be **Power Solutions**, a name which incorporates both the full scope of our current business and the new technology we are now working with.

Engines will still be core to Power Solutions given that the product portfolio currently consists of combustion engines and that electrified products are yet to be included.

In conjunction with this change, two other terms have also been introduced – e-machines as a term for electric motors and adjacent components and power systems to describe the product offer that will come to include both combustion engines and e-machines.



Scania Power Solutions proves its fuel efficiency to Qatari Canadian Energy



Qatari Canadian Energy is providing full range of power solutions in Qatar, founded in 1986 and has expanded to 7 countries. The company is assembling generators using Scania engine, located in Berkat Al-Awamer, Qatar. Scania engine compliments the business' mission, to provide a cost-effective, fuel efficient and an emission compliant engine. Qatari Canadian Energy has been providing power solutions to government and private sectors in Qatar. "Scania engine is reliable, working in this tough weather condition in Qatar is crucial, but with Scania, it is possible. The best feature that drives us to purchase Scania is its fuel efficiency, its consumption is lower than the other engines, and the support from ARACO compared to other brands made us purchase an additional 4 Scania engines lately", said Mr. Taha Shaar, Electrical Engineer, working for 2 years in Qatari Canadian Energy.

Taha Shaar
Electrical Engineer, Qatari Canadian Energy



GCC OLAYAN BRINGS HEALTHCARE SERVICES INTO THE COMMUNITY WITH A FLEET OF MOBILE CLINICS

[By: Abdulrahman A. Ghobi - GCC Olayan, Saudi Arabia]

If you run a healthcare organization, providing services to a wide client base in remote rural areas can sometimes be challenging. BUT.... with a mobile clinic, you can reach patients who would otherwise struggle to get the medical services they urgently require. With the support of Scania Middle East, GCC Olayan and our key VIP medical clinics client Almanaa have successfully managed to build and supply 40 mobile clinics to the Saudi Government, with the first of these units currently under delivery. These custom health care mobile clinics include the latest in modern medical features built to the highest European standards. These Medical units will help support the Saudi Ministry of Health, to deliver vital medical services to remote areas throughout the Kingdom of Saudi Arabia. Understanding the importance of constant uptime, choosing a market leading truck brand was a must, and the inclusion of Contracted Services in the supply of these units along with the support of GCC Olayan’s mobile service units, guarantees these uptime targets can be achieved around the clock●



BAPCO’S PREFERRED CHOICE FOR FUEL TRANSPORTATION - SCANIA

[By: Khalid Ali - National Establishment of Technical and Trade Services, Bahrain]

The Bahrain Petroleum Company was registered in 1929 and has grown to be a powerful organization that continues to play a key role in Bahrain's Development as a pioneering industrial force. Since its early beginnings Bapco has been recognized as one of the Kingdom's anchor companies and has remained a key contributor to the GDP and a reliable income generator for the economy. We speak with the management team at BAPCO who share with us the reasons for choosing Scania and their experience with NETTS, the exclusive Scania dealer in Bahrain. "Our reasons to choose Scania: Scania has excellent reputation in the market; You get to benefit from Peace of mind (less downtime); Reliable for all kinds of operation and keeping our business running smoothly; Cost efficient; Parts are readily available; High Safety Standards; Excellent performance; Award winning products."

They further shared, "We are very happy receiving 5 star service from National Establishment of Technical and Trade Services (NETTS), Scania Dealer in Bahrain. They have a great team running this business, we found them honest and helpful. Besides, they have excellent after sales services. Because of this excellent services provided by the Scania dealer in Bahrain plus excellent truck performance in different environments have really improved our business activities/operations."●





ONE OF THE TOP 10 SERVICE PROFESSIONALS IN THE WORLD

[By: Altaf Jasnaik - Al Shirawi Enterprises LLC, Dubai]

Meet Tamil Selvan. Designated Scania trainer and training co-ordinator and a key contributor towards the technical skill development function at ASE, Tamil has been instrumental in slowly and steadily building the competence levels in the service team. This is apparent in the stellar rankings that team ASE achieves year after year in Top Team and has been possible thanks to the Scania Academy and its brilliant set of resources, such as the KMS, TMS and ILT. “Its very simple”, says Tamil in his nonchalant and reserved manner. “Everyone who joins the ASE team has to go through each and every stage of the training and get tested at every level to ensure they are increasing their competency”, he continues. Perhaps, it is actually that simple. All it does take sometimes is to trust that the systems around us really work, and then follow them to reap maximum advantage from them. “The E-learning platform is very vast and has an exhaustive library of well drafted resources that are made for a global audience”, says Santhosh Varghese, National Service Manager at ASE. “We have been enjoying exceptional rankings in the Scania Top Team regionally and globally, thanks to the combination of our trainers and the resources provided to us by Scania”, concluded Santhosh. This year being no different, as ASE has managed to bag 4 of the top 5 positions once again. Tamil begun as a technician before rising the ranks at ASE. He swiftly mastered relevant knowledge and began demonstrating superior service-related excellence thanks to the training he received. A training enthusiast, he showed keen interest in helping his colleagues learn. When the opportunity presented itself, he took up the trainer role and as a student and a fan of the Scania Academy, he was able to inculcate the same level of excellence in others as well. “We do not wait for a team member to make a mistake, before deciding to train them. Instead we train them in advance so that the mistakes can be eliminated from the beginning” claims Tamil. “There is no room for error, and to ensure we maintain highest service levels we have to ensure that our team is at its sharpest”, explained Santhosh. Tamil and the other trainers that form the learning enterprise at Al Shirawi Enterprises are a refreshing reminder of being customer focussed and aligning the team, at every level of the organization, towards achieving continued customer delight●



GTE OLAYAN WELCOMING SCANIA CUSTOMERS IN KUWAIT

[By: Abdulrahman A. Ghobi - GTE Olayan, Kuwait]

The General Transport & Equipment Company (GTE) team is excited to start receiving and servicing our Scania customers' trucks into our service center, as the sole Scania dealer in Kuwait. Our service center jointly with the Scania team has been prepared to provide superb services across Kuwait, our facility located in Ahmadi is equipped with high level manpower and tools, to keep our partners' assets serviced per the global dealer professional standards, while maintaining cost effective and creative solutions for short and long term sustainability. Our teams are keen to ensure all our partners are serviced by one reliable source for all their business needs and requirements●





TRISTAR TRANSPORT

[By: Berit Goldner - SATA LLC, Oman]

With a presence in 21 countries across the Middle East, Africa, Asia, the Pacific, and the Americas, Tristar is a global player in energy logistics serving the downstream oil and gas industry. Integrated services include Road Transport and Warehousing, Maritime Logistics, Fuel Farms, Remote Fuels, and Commercial Fuels. Road transport of petroleum products is a key pillar for the company. International best practices in driver and vehicle management make Tristar the partner of choice for most national and international oil majors. The company offers road transport services across the GCC, Asia and Africa. When it comes to vehicle selection, Tristar follows the latest local and international standards (ADR) with focus on road and driver safety. The recently delivered Scania NTG P410 A6X2 NA vehicles are specified with the following safety features: Advanced emergency braking (AEB), Adaptive Cruise Control, Lane Departure Warning, Airbag in the steering wheel, Belt pretensions and Side inflatable curtain in the driver's side. Also equipped with the Energy Efficiency Package (Aerodynamic Efficiency Package) which include the adjustable roof air deflector, side air deflector, and side skirts which helps to reduce the fuel consumption. The trucks are further equipped with ESP (electronic stability program) and the driver does not have the option to deactivate the system. Additionally, the Scania Retarder R4100D is a hydraulic auxiliary brake that is integrated with the gearbox and brakes directly on the gearbox's output half shaft. The R4100D retarder has a mechanical clutch, which facilitates disengagement from the powertrain. This minimizes the retarder's losses which results in reduced fuel consumption. Other features included are daytime running lights consisting of LED lights and position lights, extra grounding of fuel tank, fifth wheel and half shaft (fulfills Safe Loading Pass) as well as tag axle behind rear axle: 3-axle vehicle with drive on the rear axle and one trailing tag axle. Mr. Abrar Hussain, Workshop Manager for Tristar Oman confirms: "We introduced new rigid Scania 8x2 chassis with 26000 Liters fuel tanker to our fleet specified according to the legal legislation, and equipped with all safety features which are first of its kind in the region. SATA's sales manager Mr. Vineeth together with our technical team specified and optimized the specifications as per our needs. Thanks to this approach the fuel average is approximately 3.4 km/liter on the new units. The new tailor-made Maintenance contract with Extr@ Agreement is an added advantage"●



ARACO HAS BEEN RATED FIVE STARS DURING PERFORMANCE AUDIT

[By: Emmielou Buque - Arabian Agencies Company, Qatar]

Arabian Agencies Company's (ARACO) mission is to be recognized as a trusted company in delivering world-class products and unrivaled customer support. To stand with the mission, ARACO never stops finding ways on how to improve the products and services being offered to the end-users that give satisfaction and help the company stand-out in the market areas of competence. Irrespective of the chosen products or services, it maybe individual or in a package solution, ARACO always exceeds the customer's expectation. ARACO being a Scania DOS (Dealer Operating Standard) certified, offers standardized working methods for various services and repair jobs. One of which ARACO has offered is Contracted Services tailored on customer's maintenance and repair needs. Numerous companies have availed of this Contracted Services as it gives them peace of mind and avoids unplanned costs. With this service packages, ARACO has been a service provider of Qatar's Oil and Gas sector for almost 8 years for their 37 Scania Fire Truck units. The fire trucks are operating in different locations across Qatar, ARACO's service team ensures regular maintenance to secure uptime and optimum performance, not even catastrophic situation can hinder the team to accomplish their tasks. Hard work pays-off as ARACO has been rated 5 stars recently during Qatar's Oil and Gas sector audit. Receiving such result is a mark that ARACO's commitment to offer quality services to it's customers●



COMFORT AND SAFETY IN EVERY MILE

[By: April Rose - Bin Brook Motors & Equipment LLC, Abu Dhabi]

Al Mariah General Transport, one of the pioneers in passenger transport services in the UAE, has expanded their fleet with another 29 Scania Marcopolo luxury buses. This time it is unique, as they bring the latest European Emission standard of Euro 6. They set another standard for the Executive Staff transport at the time of pandemic, by opting for BioSafe buses. This has been the first in the UAE, which comprises of multiple features such as integrated sanitizing points, driver protection shield, disinfection of the air and the surfaces inside the toilet by means of UV-C and many more, to be benchmarked as the most safest and most environment friendly coach fleet in the country. “The story starts from first quarter of the year, when we won a prestigious project for the Executive Staff’s transportation in the Western Region of Abu Dhabi emirate. Bin Brook’s Sales & After Sales team, have been actively participating in the discussion since the beginning, providing all technical and commercial solutions, as a reliable partner. Our experience together was more than a decade old and we complimented each other for a successful execution of the project”, shares Mr. Ahmed Al Naggar, Group Managing Director. The buses have been delivered in December and will be in operation starting this New Year. This is a big addition to the existing fleet of Scania buses with Al Mariah General Transport, who is now the biggest fleet owner of Scania coaches in the country. “The challenges were many, which were inevitable due to the outbreak of Covid-19 pandemic, immediately after the order was confirmed. Our principals, both Scania and Marcopolo were not exempted from the after effects. Despite all lock downs and logistic disruptions, with the great efforts from all stake holders, we managed to bring the buses to Abu Dhabi on time before the scheduled delivery” Mr. Ayman Hafez, General Manager of Bin Brook Motors, recalls the experience. “We were keen on meeting the expectation of our customer in terms of performance, operating cost & reliability while specifying the coach. The same time we looked carefully in to the details of their customer’s demands, like safety, comfort, sustainability and even the minute design aspects. A few steps ahead towards the vision of Abu Dhabi for less carbon emission when choosing Euro 6.



The BioSafe concept was introduced during the production time at Marcopolo and luckily we could incorporate it”, shares Mr. Mansur Ali, Sales Manager of Bin Brook Motors, who was very proud to conclude the biggest bus deal of the year. The official handover ceremony of all 29 Scania Marcopolo Paradiso 1200, New G7 buses was held at the Bin Brook Motors Abu Dhabi Head Office. Mr. Sultan Saeed Al Mazrouei, CEO and Mr. Ahmed Al Naggar, Group Managing Director were present from Al Mariah Group, joined by Scania Middle East representatives Mr. Erik Bergvall, Mr. Hans Wising & Mr. Patrik Löfgren (Managing Director, Sales Director and Finance Manager) and Mr. Maichel Mensch from Marcopolo Middle East, hosted by Bin Brook Motors, Mr. Moeen Bin Brook, Vice Chairman, Mr. Ayman Hafez, General Manager, Mr. Mansur Ali, Sales Manager and Mr. Bhaskara Vijaya, After Sales Manager ●

SETTING THE STANDARD:

The development of Scania Euro 6 is probably the most advanced technical development project in the history of Scania. A remarkable feat of engineering, and a core project for Scania, built on technical leadership and state-of-the-art engineering.

SUSTAINABLE PERFORMANCE: Providing the same performance and fuel efficiency as its Euro 5 counterparts. With each step of this legislation, engines have become much cleaner.

ALWAYS AHEAD: The Scania Euro 6 solution is compact, flexible and low maintenance. A legendary engine lives on as Euro 6. Cleaner than ever, without sacrificing anything of the signature Scania power and fuel efficiency, it leads the way towards more sustainable road transport.

NEXT LEVEL PERFORMERS: Less fuel and more power. The Scania Euro 6 engines delivers outstanding driveability and operating economy, based on refined technology and further enhanced performance. On or off road, they will deliver all that has built their reputation: market leading low-rev torque and carefully matched power and torque curves.

PERFECTION IN ACTION:

A versatile workhorse, the 6-cylinder Scania Euro 6 engine range offers exceptional flexibility. All models deliver legendary Scania power and torque, combined with industry-leading fuel efficiency. With several fuel options available you get an unsurpassed possibility to choose a setup according to your needs – and the opportunity to meet even the hardest business demands with a minimised CO2 footprint.

TECHNOLOGY LEADS THE WAY: Scania takes pride in its strong in-house tradition in research and development. Over the years, we have pioneered a long line of new technologies, making it easy for our customers to find the right match for every need. A Scania engine has always been characterised by its robustness, fuel economy and high torque-to-power ratio. Another typical Scania feature is utter reliability, the result of extensive laboratory and field testing, where every engine is pushed to its limits – and beyond – before it is released.



SCANIA LAUNCHES FULLY ELECTRIC TRUCK WITH 250 KM RANGE

Scania now launches its first fully electric truck. With a range of up to 250 km, the Scania electric truck can operate during the whole day and still return safely to its home depot for overnight charging. If there is a need for an extended range, the driver can fast charge the truck over a break or during natural stops in operation.

The truck is available with the option of either five batteries, for a total of 165 kWh, or nine batteries totaling 300 kWh installed capacity. With five batteries the range is 130 km. The range is, of course, dependent on the weight, body type and topography. One of the major benefits with an electric motor compared with combustion engine is its high controllability. In practice, the customer will experience this through faster acceleration and response from the powertrain. Scania's new truck is equipped for a fully electric power take off. Instead of connecting auxiliaries to the interface that is usually located on the gearbox or engine, it is instead connected to an electrical connection box, called a DC box mounted on the chassis. This

gives a DC link of up to 60 kW PTO for body auxiliaries such as refrigeration systems and hook lifts. The Scania electric truck is available with the L- and P-series cab, both of which are designed for urban operations. The low-floor L-series cab, particularly, is purpose-designed for congested city conditions with unrivalled visibility.

"Sustainable emission-free transport is an increasing requirement for transport companies," says Anders Lampinen, Director, New Technologies. "Acquiring an electric truck is not just an investment in the customer's fleet, but also in its brand and market. The electric truck enables the customer to stay ahead of the competition, learn about infrastructural challenges and start adapting for the future."»



INTRODUCING THE NEW SCANIA V8 RANGE



Scania's new V8 engines not only offers record level power but vastly improved fuel efficiency as well. The total savings can reach up to six percent – or even more – under the right conditions, when the new G33 gearbox is included in the powertrain. Fuel savings of that magnitude make a huge difference of course, both long term for the climate and here and now for the haulier. The fuel savings are the result of extensive fine-tuning and development by Scania's engineers, involving technologies in the fore-front of internal combustion engine development. Among them, and provided by more than 70 new parts, are reduced internal friction, higher compression ratios, improved aftertreatment-systems and a new powerful engine management system (EMS).

Most spectacular and of certain interest in the new V8 generation is the 770 hp, 3700 Nm top-of-the line version – probably the most powerful, factory-built truck engine in production today. The range is ideally suited for heavy haulage customers and those working in the most arduous conditions, such as forestry and other on-off road applications.

"We have a clear picture of where the first 770 hp trucks will start making a difference," says Vlaskamp. "There is a strong rationale for ordering such a truck. These customers are looking for the best total operating economy, well aware of the fact that more payload means better efficiency, increased revenue and higher residual value. But I know that some of our customers also will become extra heartened by the sheer joy and emotion of operating such a magnificent working tool."



#WESCANIA - CUSTOMER TESTIMONIALS

At Scania, we give paramount importance to our customers’ feedback on our products and services. Their comments and testimonies based on their actual business operations are highly valuable for our future path to growth. #WeScania is our gateway for these valuable customers' stories and testimonies.

•Visit our website to see and read these customer stories: www.scania.com/ae/en•



“ We are achieving a Fuel average of 3.4 km/ liter. This is possible with the combination of optimized vehicle spec’s, ongoing driver training, and maintenance package that is tailored for our operations. Also our trailers are optimized to suit the prime movers recently added to our fleet of fuel tanker trailers. They are made of aluminum, and equipped with safety features. We offer the highest standards of what is possible in fuel road transport. And our customers expect nothing less from us.

• Mr. Suresh Sampanna, General Manager, Tristar, Oman



“ We could not be more pleased with Scania trucks as our trusted transport partner. The truck performance is really impressive considering the heavy payload requirement, long distance deliveries and waiting time. Choosing the right product is really important in our business. As much as possible we are avoiding delays or downtime which significantly inconveniences and adds more cost to our operations. We recently purchased additional Scania trucks and we will definitely continue to trust Scania-Bin Brook Motors & Equipment L.L.C. to protect our investment.”

• Mr. Suliman Abdalla, Technical Manager, Royal Ready Mix, Abu Dhabi



“ Once we tried Scania, then we knew its functions, reliability, and durability. Our drivers were quite comfortable and were able to operate the units with ease. We would definitely recommend Scania to others and going forward we would only prefer Scania.

• Mr. Wilmer Payumo, Asateel Transportation Company, KSA



“ People, by nature, generally avoid risk and seek safety. We procured Scania for high efficiency & good quality. Other things which appealed us to procure these generators from KAN engineering is reliability & after sales services which they promise to their customers. We hope that it will create a good impact on running cost and provide us smooth hustle free electricity. We have already recommended many businesses to purchase Scania.

• Mr. Imran Mushtaq, Keystone Properties Pvt., Pakistan



“ We have a 500 kVA Scania Generator acting as a backup in case of power failures from the grid. During power failure, all power needs are fulfilled efficiently by the Scania generator to maintain smooth business operations. The main factors that influenced our decision are good customer service from the local dealer and competitive prices as compared to other brands.

• Mr Qamar Farooq, Sabir Group, Pakistan

EXTR@ PROTECTED CONTRACTED SERVICES

“The most important aspect that we considered when we availed Scania Extr@ Contracted Service is the benefit of peace of mind. Knowing that our vehicles have comprehensive maintenance coverage, genuine parts replacement and highly skilled technicians, we are at ease that our vehicle will last for a longer period. We are aware of that extra cost added for the extended service however it outweighs the much bigger cost of repairs, parts replacement, and labor. Our operation is very important to us and we cannot risk any downtime. Having an extended maintenance contract saves us operational cost and we are confident that the coverage is specifically designed for our Scania trucks. We are impressed with the monitoring reports we receive 65 times in a year with trend marks and are able to learn about the operational efficiency of the trucks that really benefits the business. Being a long time customer of Scania, I can say that it has been a reliable and trusted partner in our daily operations and big projects.”●

• Eng. Mohamed Al Hassan, Transport Manager, Al Fahjan Transportation & General Contracting Est., Abu Dhabi





Confessions of a Scania Convert

It was a rather beautiful cloud-capped day, with the blue-sky vistas and a troop of us from Al Shirawi Enterprises (ASE) and Scania Middle East were leaving the confounds of Dubai's concrete jungle, and journeying into the dunes and wadis of the UAE's expanse to meet with Mr. Tajuddin. This is our blog exploring our discovery of a customer who has managed to unearth the secret recipe of success with Scania, that changed the way he runs his transport business. Tajuddin is the proprietor of Usman Transport, a thriving business based in the hilly terrain of Dhaid. Having started his career as a mechanic, he knows what differentiates a great engine from a good one and has his fair-share of experience in dealing with the day to day challenges that a transportation services related business faces. Sayed Ahbab, from ASE sat down with him to find out more and what follows is their fascinating and candid chat:

Sayed: Can you tell us a little bit about how you began using Scania trucks?

Tajuddin: As most of us in the business, I started out as a fan of Mercedes trucks as I had experience working with them in the early part of my career. Over the years, for the sake of a variety of solutions at our disposal, we diversified by acquiring Volvo trucks and between these brands, we found ourselves serving our customers and growing our business. However it was only by chance that we bought the first Scania and discovered that it was a well kept secret that other Scania users were not sharing with others.

Sayed: Can you explain what was it that you did and what was it that you found out?

Tajuddin: As any other transport business would do, we put the Scania straight to use. What we did though was that as an experiment we made it ply the same route for the same customer with a brand-new competitor truck so that we

could compare how the two performed in such a face-off. To our surprise, we found out that the Scania was regularly running longer distances and needed to be refuelled considerably less. Frankly it took us by surprise because at first we thought that there might be some tampering by the driver, but when we interchanged drivers, the results were the same. The Scania truck was inadvertently always going a longer distance and consuming less fuel. That was the moment we realized that we had discovered something we never knew or thought possible and this has become the primary reason why today over half of our fleet is Scania and every old truck we have is being replaced by a new Scania truck.

Sayed: What do you have to say to other fleet owners who are still thinking about purchase-price and resale-value?

Tajuddin: I have been in their shoes so I can safely tell them that stop thinking about the burial ceremony of a new-born child. For too long, as an industry, we have been thinking about the wrong parameters. Worrying about what resale value we will get on a truck brand, has forced us to ignore the operational inefficiencies of those brands and this has blinded us from operational savings which are more important for our cash flow and overall business growth. There are those who always complain about the purchase price but we found the Scania range to be highly competitive and economical not just to purchase but over the life-cycle of its operation. Combine that with the exceptional pulling power and the superior driver comfort that the well-appointed interior offers, I believe everyone should stop this primitive thinking and take a fresh look at how they run their business. We never understood why those with Scania trucks never bothered about its resale value but having experienced it firsthand, I don't see why anyone would want to choose anything other than a

Scania.

Sayed: What can you tell us about your overall experience in dealing with Al Shirawi Enterprises and your service experience?

Tajuddin: As much as we were surprised with the fuel-economy and exceptional performance of the Scania trucks, we were equally delighted with the service we receive from Al Shirawi's team. We have come to appreciate truly world-class service after we began dealing with Al Shirawi. Available 24x7, when and where we need their support with their mobile service van, and when its time for a periodic service, they are very prompt and we never face any delays at all.



“We found the Scania range to be highly competitive and economical not just to purchase but over the life-cycle of its operation.”

Mr. Tajuddin, Owner, Usman Transport, Fujairah



Scania Bus, The Trusted Partner of QETCO

Qatar Express Transport Company (QETCO) is a subsidiary of Ibin Ajayan Group of Companies, one of the leading transport contractors in Qatar, equipped with the modern range of coaches and has been in this industry for more than 40 years. QETCO purchased 32 Scania buses and operates in 3 major locations in Oil and Gas sectors across Qatar.

QETCO has been a transport partner for various government sectors. “Since the business started, we have been offering premium quality services for this segment and we are proud to say that we are one of the pioneers when it comes to transportation”, said Mr. Ayman Farouk, Managing Director, working for 13 years in Ibin Ajayan Group.

Scania buses are renowned for outstanding operating economy and sustainability, with engine that provides smooth drive, optimum performance and economy. Scania buses are built to last and perform day in, day out – whether it's a 10-minute bus journey or a two-week trip. It offers real passenger comfort and safety, fitted with luxurious features and profound noise insulation, with full driver air-suspension which offers unrivalled comfort levels.



“The bus runs 4 km per litre of diesel, its consumption is better than any of the competitors. Scania is a well-known brand, we know the quality of the bus and we trust ARACO as they are responsive every time we need technical support from them.”

Mr. Ayman Farouk, Managing Director
QETCO, Qatar



“Drivers are very comfortable with Scania bus, as well as the passengers. It fits their need and we are also happy to hear that from them. We haven't received any serious issues or technical problems as ARACO has good aftersales services”, added by Mr. Babar Zaman, Operations Manager of QETCO.

In a tough competition, QETCO preferred to choose Scania for its advantageous features, one example is the privacy between the cabin and the driver's section. This is beneficial especially now during the pandemic. As QETCO is in the transportation sector, they have never stopped their operations as their clients are depending on them. The quest to minimize operating expense has been achieved, as Scania bus proved its efficiency through its magnificent performance and it is being witnessed on how it improves the operating economy of QETCO.

“The bus runs 4 km per litre of diesel, its consumption is better than any of the competitors. Scania is a well-known brand, we know the quality of the bus and we trust ARACO as they are responsive every time we need technical support from them. Our experience in the field is a combination of Quality Products and Services, which resulted us to introduce this brand to our customers”, Mr. Ayman Farouk said.

As QETCO's focus is on government sector, they are preparing for any opportunities related to transportation for the FIFA World Cup 2022. They would positively choose Scania to be their partner in their transportation business.

DELIVERIES

Scania services

The Services and Advantages of buying a brand new Scania!

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TOE

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Uptime

Warranty

Alternative fuels

Payload


Fuel Economy

Productivity

Connected Services

SATA LLC


Oman



G460 A6x4 HZ delivered by SATA LLC to AZ Engineers & Partners LLC

Bin Brook Motors & Equipment LLC

Abu Dhabi, U.A.E.




P380 B6x4 HZ delivered by Bin Brook Motors & Equipment LLC to Nael Cement Product Factory

Send your 'Scania in action' to priya.thomas@scania.com for a chance to be fetasured in our next Edition and best photo to win Scania branded merchandise!

Al Shirawi Enterprises LLC


Dubai, U.A.E.



P380 B6x4 NZ delivered by Al Shirawi Enterprises LLC

GCC Olayan


Kingdom of Saudi Arabia



P360 B6x4 HZ delivered by GCC Olayan to Saudi Electricity Company

Bin Brook Motors & Equipment LLC


Abu Dhabi, U.A.E.



G500 A6x4 NZ delivered by Bin Brook Motors & Equipment LLC

SATA LLC


Oman



G460 A6x4 HZ/ P410 A6x4 HZ delivered by SATA LLC to New Hunter Enterprises

Al Shirawi Enterprises LLC


Dubai, U.A.E.



P380 A4x2 HZ delivered by Al Shirawi Enterprises LLC to Global Shipping & Logistics LLC

Arabian Agencies Company


Qatar



P310 B4x2 LB delivered by Arabian Agencies Com-pany to Premiew Motors

GCC Olayan


Kingdom of Saudi Arabia



P410 B8x4 NZ delivered by GCC Olayan to Al Muneer contracting Co. Ltd.

Bin Brook Motors & Equipment LLC


Abu Dhabi, U.A.E.



P450 B6x4 NZ delivered by Bin Brook Motors & Equipment LLC

Bin Brook Motors & Equipment LLC


Abu Dhabi, U.A.E.



G440 B8x4 NZ delivered by Bin Brook Motors & Equipment LLC to New Ready Mix Ind. Ltd.

Al Shirawi Enterprises LLC


Dubai, U.A.E.



G440 A6x4 HZ delivered by Al Shirawi Enterprises LLC to Al Jabr Transports LLC

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