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Urban transport and partnership with Scania:

Every city in the world needs connected services

- **Scania Fleet Care can guarantee constant vehicle uptime**
- **Application-based driver training with special urban modules**
- **Scania One provides rapid digital access to Scania's connected services.**

In the transport industry, Scania has established itself as the company that has most clearly set out on the road towards sustainable transport solutions. It is estimated that within a decade 60 percent of the world's population will live in cities, something that Scania is addressing in all its development work for the urban segment through its emphasis on digitalisation and the three cornerstones for sustainable solutions: increased energy efficiency, alternative fuels and electrification, and smart and safe transport.

"The reason for developing and implementing sustainable transport solutions is partnership and a focus on profitability," says Henrik Eng, Product Director, Urban, Scania Trucks. "By taking note of and transforming customers' challenges into products and services that help them to handle their assignments in a sustainable way in urban areas, we are also ensuring our own future. We are developing solutions to ensure that operators in the major cities of the world are able to cope with the challenges that face them. Connected vehicles are the key to this and are a field in which Scania is at the leading edge of the vehicle industry."



"Scania develops transport solutions that meet the needs and challenges that customers with assignments in urban traffic environments have to handle," says Henrik Eng, Scania.

The right uptime with Scania Fleet Care

Scania's relationship with its customers is one of partnership, and its holistic approach also extends to addressing the needs of its customers' customers. But increasingly, Scania's solutions also include connected services.



In the latest example of this offering, Scania is now starting to provide its Scania Fleet Care service to selected customers with up to 100 percent guaranteed uptime over a period of time designed for the needs of each customer (such as 7 am to 4 pm, Monday through Friday). This also means Scania guarantees that all maintenance and all repairs take place outside these hours.

“The service builds further on Scania Fleet Care and is particularly suitable for applications and contexts in which uptime is absolutely crucial,” says Claes Åkerlund, Head of Scania Service Concepts. “Typical applications are refrigerated transport and refuse collection in urban environments where there may be serious consequences if vehicles do not do their job.”



“Scania Fleet Care can now also include the customer and Scania agreeing on guaranteed uptime in different stages up to 100 percent for set periods,” says Claes Åkerlund, Scania.

A cornerstone of the service is that Scania appoints a Fleet Manager who continuously monitors the vehicles and their status using advanced tools. Scania is responsible both for service planning and for ensuring that preventive measures – such as replacing a worn part that is reaching the end of its lifetime before it becomes a problem – are carried out without them affecting the vehicle’s uptime.

This allows Scania to minimise unplanned downtime, and ensure that planned downtime takes place on the customer’s terms and guarantees uptime for the hours that generate income for the customer. Scania constantly monitors its progress towards the target and automatically pays out compensation in the event of any deviations.

“Our holistic perspective ensures that the vehicle is always available when it’s needed, while the customer avoids significant stress levels and can plan its operations better,” says Åkerlund.

Driver training: a finger on the pulse of the city

Another example of the way in which Scania is geared directly to those who work in the city with the tough challenges they have to cope with is driver training that is especially designed for drivers of distribution vehicles.

“Being responsible for a distribution vehicle in a major city is one of the most demanding things you can do behind the steering wheel of a truck,” says Per Lindstrand, Head of Product Management, Fleet & Driver Services. “You have to cope with the high demands of delivering on time while also driving safely and without having an accident.”



"With Scania's new application-based driver training we can also train drivers whose main challenge consists in coping with demanding urban traffic," says Scania's Per Lindstrand.

In response, Scania is now introducing an application-based driver training course that can be customised with various modules for the demanding traffic environment that major cities represent; this is open to local adaptations.

"We believe that this training will be appreciated," Lindstrand says. "Hauliers around the world have challenges in the form of a lack of drivers, or drivers that are not properly equipped to take on such a tough job. Anyone going through our training will carry out his or her assignment in a more sustainable way in all respects."

Digital marketplace

Scania One which was introduced in early summer 2017 is a digital marketplace that will provide quick and easy access to Scania's ranges of services. Scania One will be able to offer both Scania's own connected services and those of others.

"By making it easy for customers to come into contact with and benefit from the digital services we offer, we are enhancing the value of their partnership with Scania," Lindstrand says. "Low thresholds and simplicity are the key to getting started, benefiting from efficiency and increasing your profitability."

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Scania is a world-leading provider of transport solutions. Together with our partners and customers we are driving the shift towards a sustainable transport system. In 2016, we delivered 73,100 trucks, 8,300 buses as well as 7,800 industrial and marine engines to our customers. Net sales totalled nearly SEK 104 billion, of which about 20 percent were services-related. Founded in 1891, Scania now operates in more than 100 countries and employs some 46,000 people. Research and development are concentrated in Sweden, with branches in Brazil and India. Production takes place in Europe, Latin America and Asia, with regional production centres in Africa, Asia and Eurasia. Scania is part of Volkswagen Truck & Bus GmbH. For more information visit www.scania.com.
