



#### The Scania UK Dealer Network

We work together to make sure that wherever you are, whatever happens, we're there for you. We have 89 depots across the UK so you're never far from help. And we use a single, integrated dealer management system, so any one of our depots can instantly access your vehicle and customer history in real time.

To find your local dealer, please visit [scania.co.uk/dealer-locator](http://scania.co.uk/dealer-locator)

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[www.scania.co.uk/social](http://www.scania.co.uk/social)

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# Fleet Care by Scania

Flexible and tailored support  
for your business





## Fleet Care by Scania – your total fleet solution

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# Your total fleet solution

Fleet Care by Scania is flexible and tailored to your business. So whatever you need, you can rely on us.

The best fleets deserve the best aftersales care, so we've designed Fleet Care to provide just that.

And what makes us so special? You'll have quick, easy and reliable access to all our services, contract management experience and technical knowledge – that means maximum operating time and the best value for your money.

Fleet Care by Scania offers you a complete Fleet Support

package and market-leading Fleet Consultancy for total peace of mind.

This product is a comprehensive and flexible maintenance and compliance product, with additional operational and financial analysis, to help you get the best from your fleet.

It's available for all makes and models of truck, trailer, bus and coach, hazardous goods and

construction vehicles, plus any ancillary equipment, and with no age limitation.

And we'll give you a highly trained and experienced account manager who'll co-ordinate all aspects of your vehicles.

So with a single point of contact, you'll have a fully optimised and compliant fleet, detailed monthly reports and more time to get on with the job.



**“** As a business focused on operational efficiency, we continually review how our fleet is performing against our KPIs.

Scania has developed a bespoke KPI reporting suite for us in Fleet Care, specifically targeted to our operational goals and business needs.

Fleet Care collates, coordinates and reports against our agreed targets, to ensure we make the best use of our resources.



Andy Darling, Business Development Manager, Greenergy



Did you know . . . ?

It doesn't matter which Scania dealer you visit, they all have access to your vehicle and customer history.



**Q. Why choose Fleet Care?**  
**A. Our expertise, our experience and the Scania network.**

## Introducing the two parts of Fleet Care:

Fleet Care by Scania offers two core services that perfectly complement each other, to bring you the best support for your business.

**FLEET SUPPORT** gives you just that. Complete support for total peace of mind; we'll make sure you stay fully DVSA compliant, fully serviced and fully covered.

**FLEET CONSULTANCY** employs highly experienced analysts to extract and analyse your fleet data, evaluating your vehicles and providing performance-enhancing solutions to keep you ahead of the game.



## Total Fleet Support

Want to make sure you stay fully DVSA compliant, fully serviced and fully covered? Fleet Support gives you just that, complete support for total peace of mind.

We'll organise all your O Licence inspections and maintenance requirements, then fit them in around your busy schedule.

We'll monitor and escalate any service slippage to give you real-time compliance status. We'll approve and control repairs, making sure all warranty and bespoke customer procedures are applied. And we'll use our solid business relationships with numerous component suppliers to maximise your uptime.

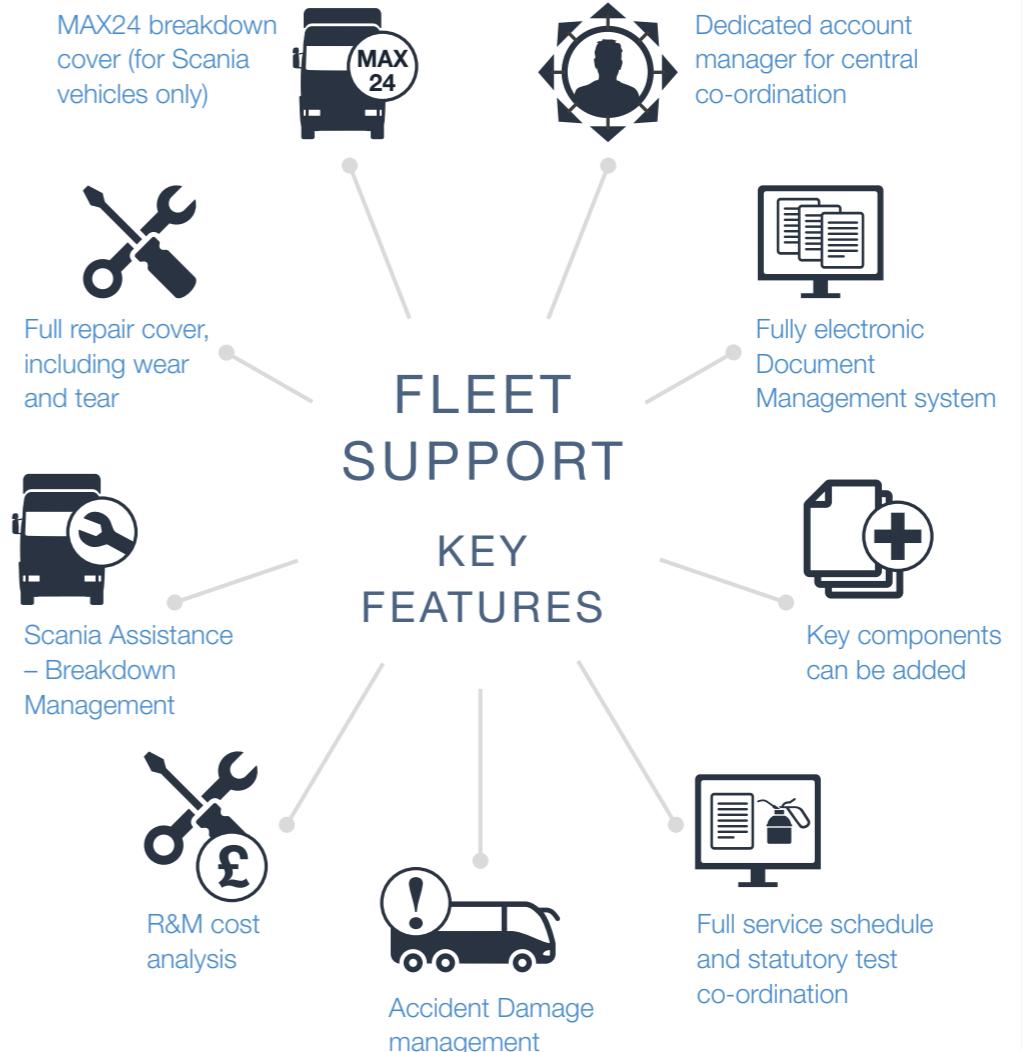
All your Service and Inspection records are stored online for quick, easy access 24/7. If required, additional key components or ancillary equipment can be added to your Fleet Support schedule.

And to help reduce administration, our dedicated team can even manage your accident damage repairs for you.

If you break down, Scania Assistance is there to help

24 hours a day, 365 days a year – for Scania vehicles only, we can also offer MAX24 breakdown cover. We can then analyse your unscheduled stops to identify and arrange preventative solutions for the future.

And the best thing about your Fleet Support? You only have to speak to one person. We channel all our services through your dedicated account manager – you know who to speak to and they know your business.



**“ Utilising Scania's Fleet Care product has been ideal for our operation.**

*They are in essence our own dedicated fleet department, coordinating and providing a wide range of services supporting our cost effectiveness and importantly our O licence compliance.*

*This gives us peace of mind so that we can concentrate on our core business; delivering the goods and serving our customers well.*

**”**

Peter Hey, Procurement Manager, National Fleets, ASDA Fleet Support

### Did you know . . . ?

We use an online vehicle document filing system, so you can access your Service and Inspection records any time you want



#### KEY BENEFITS

- 100% Compliance with real-time visibility
- Fully Maintained Fleet
- Comprehensive Cover
- Accountability
- Optimised Uptime
- Fast and efficient communication

# Bespoke Fleet Consultancy

Want to understand the true running cost of your fleet and minimise risk? Fleet Consultancy can evaluate your vehicles and extract comprehensive, performance-enhancing data to keep you ahead of the game.

Your account manager will run systematic and real time data analysis to identify risk and cost in your portfolio.

We'll give you true run rate costings, recommend preventative maintenance, and offer you expert advice to help maximise uptime,

reduce risk and increase your fleet's efficiency.

Understanding performance is crucial to the success of your business, so you'll be able to strategically tailor your KPIs from a wide range of operational and financial indicators.

We'll organise periodic meetings and work together to make sure you're getting the right data to make the right decisions.

And we can help assess your fleet's efficiency and track individual vehicle trends and true running cost, in preparation for defleet and new fleet procurement.

For ageing or a diverse range of assets, we can offer an open book agreement for more flexibility.

You'll have manageable monthly payment terms with an annual account reconciliation and reassessment to keep you on track.



**Did you know . . . ?**

Our Open Book contracts mean that you only pay for what you use



**KEY BENEFITS**

- Performance analysis
- Cost analysis
- Comprehensive fleet data
- Strategic KPI reporting
- Optimised uptime
- Preferential parts and labour rates
- Flexibility



## KPI reporting

Want to tailor reporting to your individual business needs? Our KPI suite can deliver a wide range of operational and financial data, programmed to deliver your chosen performance indicators.

Evaluation and a well-informed strategy is essential to your business success. Our KPI reporting suite can cover the following key indicators and much more. Please contact us for a full list of available KPIs.

- Financial Reports
- Breakdown Analysis
- VOR Reporting
- Service Slippage
- Retail Spend
- Mileage Reconciliation
- MOT Pass Rate
- Damage Analysis
- 1-Page KPI Dashboard
- MPG Data Analysis

# Summary of services

## Fleet Care for every fleet

### **Construction and Hazardous Goods Vehicles**

We care for all types of fleets from distribution and long haulage to construction and hazardous goods vehicles.

For specialist loads, we can provide additional support services so you're always covered, whatever you have on board.

- Dedicated ADR workshops and facilities all over the UK.
- Fully written Scheme of Examination.
- Safe Loading Pass, VTT and Tank Testing.
- Emergency response services.
- Health and Safety Codes of Practice compliant.

## Flexible programmes

### **Scania Support Services and Programmes**

We offer a complete aftersales solution, so you have preferential parts and labour rates with a single point of contact and a single monthly invoice.

And your Support Programme is designed just for you. So you have what you need, exactly when and where you need it.

For more information about Fleet Care by Scania, and for full terms and conditions, please contact us on: 0345 4500473 or email: [fleet.care@scania.com](mailto:fleet.care@scania.com)

## R&M for every fleet

### **VRS Parts and Consumables**

To complement our existing Scania Parts programme, VRS Parts and Consumables is a comprehensive range of parts for all makes of trailers, tail lifts and bodies, and a market-leading selection of consumables and workshop tooling.

VRS products are available throughout the UK dealer network and are all OE and OE quality with a full 12 month parts and labour warranty.

## Technical expertise

### **Scania Technician Training**

The award-winning Scania Training Centre is widely regarded as one of the best training facilities of its type in the world, and it's an official IRTEC assessment centre for accreditation at Inspection, Advanced, and Master Technician levels.

All our technicians are trained to the highest standards of excellence and technical ability to guarantee you the best service within the best time frame.

## Maximum efficiency in operation

### **Scania Optimise**

Optimise Services is an on-going development solution, designed to help commercial vehicle drivers get the very best from their trucks. We use our telematics system to generate performance records, and then tailor sessions to cover fuel efficient driving tuition, with on-going advice and assistance.

Available in three formats – Plus, Premium and Ultimate – Optimise represents an innovative and flexible approach to maximising efficiency in operation.

## Breakdown Cover

### **Scania Assistance**

Scania Assistance is an essential support service that provides operators with a complete backup system designed to minimise downtime and keep your asset on the road.

We are there to help wherever you are, 24 hours a day, 365 days a year.