

SCANIA



SMART SUPPORT

BY SCANIA



Smart Support: by Scania

A HIGHER LEVEL OF SUPPORT FOR ENGINES JUST GOT EASIER.

Smart Support by Scania, an intelligent, intuitive and predictive system of providing superior support and service for every Scania customer in North America, including:

The highest level of training in the industry for dealers and technicians. Technical support strategically located across the country for maximum coverage and fastest response. Systems to pinpoint the location of in-service engines and having necessary repair parts in-stock at the closest dealer point. Scania Assistance available 24/7/365 where one call locates the closest

technical assistance and assists through the entire repair cycle.

The most dependable engines in the industry backed by an unrivaled level of support. It makes doing business with Scania a very smart decision.

With Smart Support Powered by Scania, confidence is a standard feature of every engine.

Quality Points

We take pride in providing service where you are. Our service network grows with our customers and provides highly skilled technicians in over 300 service workshops in North America, who are trained on the latest industrial Tier 4 technology for off-highway applications.



SERVICE POINTS

Service points are strategically located for the fastest response.



TAILORED SUPPORT

Service set-up is based on customer needs.



QUALITY

9 step process to evaluate, sign, and train dealers ensuring premium service points.

Find the closest dealer
near you at
www.scaniausa.com/dealersearch
or view here:



Expertly expedited.

Minimizing engine downtime means getting parts where they need to be in the fastest time. That's why we located our parts warehouse near a major overnight hub, allowing last minute shipments and ensuring 98% parts availability within 24 hours.



Scania techs are high tech.

Minimizing engine downtime means having field techs who are up to speed on the latest industrial Tier 4 technology and equipped with state of the art diagnostic tools and rapid parts availability.



SIMPLICITY THROUGH MODULARITY

As one of our main success factors, our unique modular concept with common components enables higher availability, more cost-efficient production, simplified service and maintenance, and efficient training.

ONE MAN SERVICE CONCEPT

Our Modular Design reduces the time and resources needed for training, and promotes what we refer to as the “One Man Service Concept.” Having separate cylinder heads makes it possible for one person to change a cylinder head in the field or in the workshop.

“Our modular system allows us and the network to support a large population of engines with fewer part numbers.”

— Steve Heitzke, Scania USA

PROXIMITY

We are committed to providing the best conditions for our customers on a local basis. When a machine is delivered, we ensure that the customer is introduced to Scania's local support.

“The local Scania Handshake is one very important step we take to make sure the customer knows their local service provider. This is one of many steps we take to ensure our customers and their end-users are successful.”

— Allen Marquess, Scania USA

COMMITTED

We are committed to supporting our customers before a need arises. Once the customer is identified, we notify our service network of the new customer in their area. The Scania service representative then contacts the customer and relays all service pertinent information. They also establish a relationship with them so the customer knows who to contact in the event there is ever a need.

Live Monitoring Support.

Scania engine operators call it a life saver. If the need arises, one call 24/7/365 locates the closest technical assistance and facilitates the entire repair cycle. The Scania Assistance representative monitors all aspects of the process, locating parts, expediting repairs and minimizing downtime.



SCANIA ASSISTANCE
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