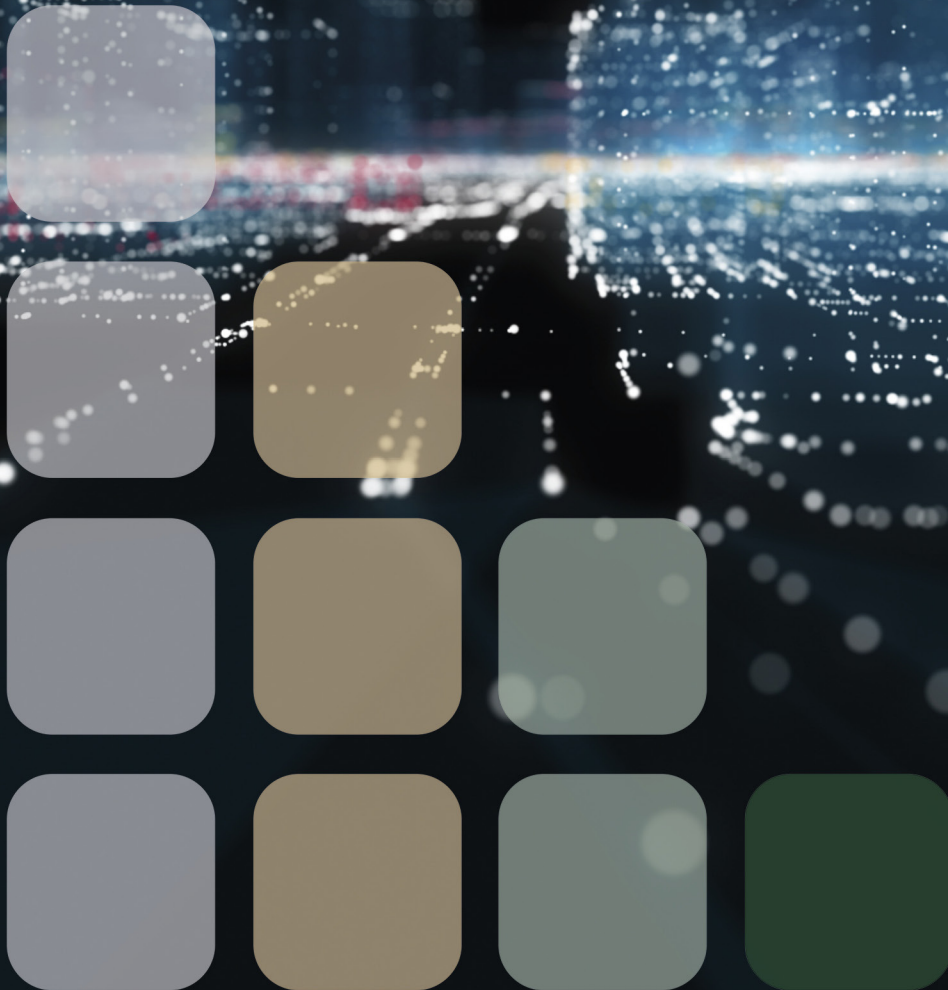




SERVICES 360

MAXIMISING YOUR OPERATION



SCANIA

OUTSOURCING RISKS ON YOUR PRODUCTIVITY TERMS

In terms of finding the right services selection – aside from supporting your profitability and minimising unneeded manual administrative work, it all comes down to financial and productivity risk management. No matter if you have built your business strategy on having comprehensive workshop facilities in-house, or if you prefer to outsource every aspect of your vehicle infrastructure maintenance and upkeep.

Services 360

Services 360 is Scania's way of making your services selection easy, clear and concise – with package options that can be tailored to a wide range of business and operational priorities, and all sharing the same goal: To align with your business strategy and operational needs in a way that provides the best possible value. That's why our services offering is available all throughout

Europe and include our digital tools and services to make your operation easier to manage, with less time spent performing manual tasks. But on top of that, each package offers a varying level of support to your productivity management, aligning with a financial risk-level for your business that you're both comfortable with and prepared for. All while maximising your productivity.

OUR FOUR PACKAGES

Within Services 360, our packages offer everything from just the core essentials in terms of digital tools, insights and day-to-day fleet management needs, to taking complete responsibility for every nut and bolt in your fleet, 24/7.

PRO

Proactive vehicle repair and maintenance coverage

FULL

Full repair and maintenance coverage

PLUS

Repair and maintenance of the powertrain

CORE

Vehicle maintenance and digital services

Tailored to you

Although our services packages follow a simple structure, each building and adding on one another – we consider them a starting point. If a package fits your needs as is – that's great – but with each package, you naturally have a choice to tailor it further to your needs or prerequisites with options and add-on services.

Services
360



PRO

If you want ultimate uptime, complete peace of mind and need to maintain 100% focus on the business and logistics side of your operation – the Services 360 Pro package is for you.

Proactive repair and vehicle maintenance coverage

Our Services 360 Pro package aims to completely eliminate productivity affecting risks from your fleet operations through a fully outsourced approach. To ensure your productivity our Pro offering takes your coverage into the future, quite literally. With this package you get a proactive repair and maintenance approach to every vehicle under contract leveraging advanced AI-powered analysis of data from more than half a million connected vehicles. This allows us to accurately

predict probable future failure points for each individual vehicle based on both current and past operational data. And then ensure that critical core components of the powertrain are replaced before any issues arise.

Let us solve your vehicle problems before they occur
While our ProCare service is the defining part of Services 360 Pro, of course the services package as a whole provides a much more comprehensive cover for your contracted vehicles.

All our packages come with digital insights and fleet management tools as a constant foundation.

Flexible Maintenance is also always included to ensure each individual vehicle is perfectly serviced according to its specific operating conditions and history, leaving you with vehicles that are neither under nor over maintained – with minimised downtime as a result. You also get both Powertrain Repair as well as Chassis and Cab Repair services to cover urgent or unexpected needs that may affect your operations.

FULL

If you are streamlined towards transport logistics rather than ensuring that your fleet is ready to fulfil those logistics needs, the Services 360 Full package could be your perfect match.

Full repair and maintenance coverage plus a suite of digital tools and insights

Coverage for all of your most important repair and maintenance needs. Powered by our digital tools and services, built on a Flexible Maintenance foundation – with added coverage for both your powertrain, and chassis and cab repairs. All with quick response, excellent parts availability and of course with Scania Assistance advisors just a quick call away, 24/7.

Quite simply, all of your maintenance and repair needs will be safely in the hands of our wide service network.

For every eventuality
The best type of repair is one you don't have to perform, and well-planned maintenance can be key to prevent many component failures from ever occurring. Thanks to the Flexible Maintenance plans included in all our packages, built on each individual vehicle's operational data, you can be sure that your vehicles are always thoroughly maintained to prevent vehicle issues.

With the added chassis and cab as well as powertrain repair coverage, our workshops are ready all across Europe for any type of productivity affecting vehicle failures – however unfortunate. The Services 360 Full package can be tailored with further add-ons and options such as Towing coverage and top-level repair priority with MAX24.

PLUS

If you want to manage some productivity risk in-house, while still not having to worry about potential powertrain issues – our plus package can strike your ideal balance between coverage and cost.

Powertrain repair coverage, intelligent vehicle maintenance, as well as digital tools and services

Even with proper maintenance, component failures occasionally happen. The Powertrain Repair service in our Plus package can be your solution to minimise any impact on productivity with repair coverage focused on your most critical vehicle components, further combined with smart vehicle specific flexible maintenance plans to maximise time spent in operation.

We can promise that we'll always get you going again as fast as possible through first hand access to genuine Scania parts, and a service network with more than 1,800 workshops and technicians that know your powertrain inside and out.

Protect what matters the most with digital services, maintenance and repairs
The best way to keep your powertrain as well as the rest of the vehicle in top shape is of course proper maintenance, which is why our Flexible Maintenance service creates a unique vehicle specific maintenance plan based on the vehicle's operational data. With the Services 360 Plus package you also get

a full suite of digital tools and services, to improve the efficiency of your fleet management through automating and streamlining tasks, and increasing your fleet overview and insights. For further coverage with the Plus package, you can also add optional add-on services such as Expanded Powertrain Repair or Towing.

CORE

If you just want a solid foundation for reliable operations, the Services 360 Core package combines Flexible Maintenance with a full suite of digital services, tools and insights from the included Control Package.

Data driven vehicle maintenance and digital services

No matter if you have your own workshop for repairs and day-to-day adjustments, or if you just prefer to not have a specific repair contract, the Services 360 Core package provides excellent maintenance coverage as a foundation. Through Flexible Maintenance, every vehicle is individually analysed based on both its current operation and operational history – an individual maintenance plan is automatically generated based on the needs specific to each vehicle,

taking driving conditions, geographic topology, climate, PTO and payload into account, just to name a few.

Services and maintenance for optimised productivity
As the name suggests, the Core package is focused on the most central part of our Services 360 offer. We strongly believe that the Flexible Maintenance approach combined with a suite of digital tools and services to strengthen your day-to-day administration, should be at the core of every transport operation.

We would even dare to say that every transport operation out there would

gain direct business value from our Core package. However, we also know that choosing a level of repair coverage is as much a business strategy decision, as an operational one. A decision about productivity risk management which is unique to every operation. So, if you want to increase your coverage to also include e.g. powertrain or chassis and cab repairs – we have more advanced services packages to offer – but Services 360 Core might be the perfect package for you just as it is.



Services included:

- Control Package (2 years)
- Flexible Maintenance
- Powertrain Repair
- Chassis and Cab Repair
- ProCare

Add-on services:

- MAX24
- Towing



Services included:

- Control Package (2 years)
- Flexible Maintenance
- Powertrain Repair
- Chassis and Cab Repair

Add-on services:

- MAX24
- Towing



Services included:

- Control Package (2 years)
- Flexible Maintenance
- Powertrain Repair

Add-on services:

- Expanded Powertrain Repair
- MAX24
- Towing



Services included:

- Control Package (2 years)
- Flexible Maintenance

Add-on services:

- Guardian

