



ENGINE POWER SOLUTIONS

# CONNECTED SERVICES



**SCANIA**



An aerial photograph of a large-scale construction or mining project. A wide, light-colored gravel or sand road curves through a rugged, rocky landscape. To the left, there is a dense forest of green trees. To the right, a body of water reflects the sky, with a small boat visible. The overall scene depicts a major engineering or infrastructure project in a natural setting.

# CONNECTING YOU WITH THE FUTURE

Technology runs in our veins. It has played a central role in our 127-year history, and remains at the forefront of everything we do today. As the world around us continues to transform, our goal is to find innovative ways to help businesses keep up.

In recent years, we have transformed how we support you. We have connected close to 350,000 vehicles so far. Connecting our industrial, marine, and power generation engines is the most recent way in which we leverage the power of connectivity.

The engine is the beating heart of every vehicle, vessel, or equipment, and can provide you with valuable data.

Scania's connected engines gather all of that data and puts it to use, facilitating fleet monitoring and management, providing operational insight, and helping to maximise uptime.

Our world is changing.

Are you?









# STAY IN CONTROL OF YOUR FLEET

Knowledge is key to running a successful business, and connected engines from Scania can provide you with reliable data about your equipment, vehicles, or vessels – from anywhere in the world. Our telematics system and fleet management services facilitate fleet monitoring and management, and allow you to gain valuable insight about your operation.



#### **Connect the office and operation**

With connected engines from Scania, engine data is made easily available for Fleet Managers and other central staff through an online portal or via e-mail reports.

The provided data gives an overview of each individual machine and of the combined fleet, thereby enabling more efficient operational management, as well as opportunities to identify improvement areas.

#### **Know exactly when and where**

Our services let you see the exact position, running status (on/off), speed (GPS based), direction, and movement patterns of your equipment, vehicles, or vessels. This makes it possible to track machines in real-time. It also means you can identify bottlenecks, determine loading frequency, and analyse other important flows and processes. The provided data can be analysed and used to make informed decisions that improve productivity.

You can also set up geofences and receive notifications if they are breached. This enables you to monitor that the equipment is being used when and where it should be. It also allows you to track or estimate departure and arrival times so that you are better prepared when the machine approaches the unloading bay, for example.

#### **Monitor fuel consumption & emission levels**

Sustainability is central to our vision. Our connected engines provide you with data on environmental parameters, giving you the opportunity to learn more about your footprint. By tracking particulate matter (PM), carbon monoxide (CO), carbon dioxide (CO<sub>2</sub>), nitrogen oxides (NO<sub>x</sub>), and hydrocarbon (HC) emissions, there is a foundation in place to make improvements and follow up on results.

When it comes to fuel, lowering consumption is not only a great way to reduce emissions – it can also save a lot of money. Scania engines are known for being highly fuel-efficient, and with a greater awareness and understanding of actual fuel consumption, you can achieve further improvements through operational adjustments or operator training. Connected engines enable you to monitor trends, to see if any machines are underperforming and take relevant action.

#### **Plan maintenance**

Efficient maintenance planning goes hand-in-hand with keeping track of maintenance needs. Scania's fleet management services allow you to keep track of engine running hours remotely and comfortably plan maintenance, making it easy for you to schedule appointments to when it best suits your operation.

In addition, operators can report defects on-site by uploading information and images to the online portal via the Scania Fleet app. This enables office staff to take quicker action and service technicians to understand what needs to be done – even before they reach the site.

Our Fleet Management Portal allows you to follow maintenance needs, add one-time or recurring service activities, and view the status of each activity. By adding relevant repair and maintenance contacts, and their location, planning can be further improved.









# KEEP YOUR OPERATION RUNNING

Downtime is bad for business because it results in unforeseen costs and lost income. The consequences can be enormous, particularly when the equipment, vehicle, or vessel is highly specialised or part of a chain in the operation.

With connected engines from Scania, you do not have to worry about lengthy or unplanned downtime. By handling issues efficiently and helping you maximise uptime, we enable higher productivity and allow you to focus on your core business.



#### **Expert support – connected and available**

Taking care of the engine is key to extending its service life and preventing unexpected downtime. With Scania, you can rest assured everything is in place to maintain peak condition and to promptly get your machine running again, if downtime does occur. A network of nearly 2,000 dealers worldwide and a state-of-the-art logistics system means we are always ready to provide the support needed.

Scania is renowned for top-quality maintenance and repair, and engine connectivity further strengthens our capabilities. When minor faults occur, the engine stores that information, and flags it for repair at an upcoming maintenance appointment. If the problem is more complicated, a Scania technician will be able to diagnose the failure remotely using the Scania Remote Diagnostics tool.

The technician can then provide the operator with accurate advice and, if on-site repair is required, bring the correct tools and parts.

This results in more proactive support and shortens the time it takes to get the machine back in operation.

#### **Facilitated maintenance planning**

Minimising downtime is of course also about planning maintenance to when it suits the operation. Scania's fleet management services simplify that process by allowing you to easily monitor running time, paving the way for more efficient planning.

#### **Designed, built, and optimised to last**

To truly maximise uptime, the hardware itself needs to be of the highest quality. Designed and manufactured in-house, Scania engines are dependable, durable, and robust, making them perfectly suited for demanding operations and challenging environments. And because the engines are based on leading technology for on-road applications, the technical solutions have often already been proven. In addition, Scania can optimise your engine configuration to make the powertrain of your vehicle, vessel, or equipment even more reliable and efficient.









# OUR SERVICE OFFERING

Having worked with connectivity for a number of years and connected close to 350,000 of our own vehicles so far, Scania has gained comprehensive experience within the field. During this time we have been able to develop and refine our connected offering. The result? Efficient processes and user-friendly tools that focus on customer value.

## REPAIR AND MAINTENANCE SERVICES

### Occasional repair and/or maintenance

Contact your Scania representative or visit our website to find out more about service and parts availability in your region. When it comes to more urgent matters, Scania Assistance is available at any time, putting you in contact with a coordinator who knows your engine and speaks your language.

### Service contracts

For businesses that want predictability and complete cost control, Scania offers service contracts comprising of repair and maintenance. To find out more about the terms and conditions of our service contracts, contact your Scania representative or the supplier of your vehicle, vessel, or equipment.



# FLEET MANAGEMENT SERVICES



Monitoring Package



Control Package



Data Access Package

Included			
Engine running hours	x	x	x
Fuel consumption	x	x	x
Maintenance planning tool (incl. defect reporting)	x	x	x
Environmental reports		x	
Position & tracking		x	x
Geofencing		x	
	Sign up for the Monitoring Package and receive digital reports weekly, monthly, and yearly – free of charge. A total of 65 reports per year provides you with basic data at a given point in time.	A Control Package subscription (monthly fee) gives you instant access to extended and processed data, providing a current and accurate fleet overview at any time. With the Control Package, users have full access to the Scania Fleet Management Portal, Scania's online web portal for fleet management services.	A Data Access Package subscription (monthly fee) lets you receive and integrate data with existing systems and telematics data from other manufacturers – a great option for fleet owners with engines from more than one manufacturer or fleet owners that already use another telematics system.



## Equipment Supplier Package

The Equipment Supplier Package gives the equipment supplier access to adapted Control Package data (requires equipment user approval) – without cost. Gain useful insight for future product development through information on how long and often the machines are utilised and where, how much fuel they consume, and how large their impact is on the environment.

Note: Equipment manufacturers that choose to install the Scania Communicator (see Requirements) can, upon request, receive a start-up report with information about when and where the equipment is taken into operation. This delimited and time specific data allows the equipment to be accurately registered in terms of warranty, offering clarity for both equipment suppliers and users.

### Scania Fleet Management Portal

Login from anywhere to view data, customise and filter, compare engines, see and analyse trends, add contacts, activate notifications, and export data to pdf or Excel files.

### Requirements

Connected services from Scania require installation of the telematics unit Scania Communicator for data transfer as well as approval from the equipment user and a registered e-mail address. Accessing the data then requires a computer with Windows 7 (or higher), Google Chrome or Internet Explorer 7 (or higher), and a data transmission rate of >1 MB/s. The Scania Communicator is delivered free of charge with every engine and can be installed either by the equipment supplier, Scania, or a Scania Partner. If it is not already installed on your equipment, you can arrange an on-site retrofit appointment with the nearest Scania dealer.





