



SCANIA PROCARE

DATA COULD SAVE YOUR DAY

REAL TIME
MONITORING*



Load cycle magnitude



SCANIA

HELPING YOU BE A SMOOTH OPERATOR

SOMETIMES NOTHING BUT THE BEST WILL DO

We understand that nothing is more important than having a smooth and seamless business machine. Which is why the reliability and trust in your vehicles is critical when it comes to maximising your productivity, but also your business's potential.

That is why we've introduced ProCare – our most advanced service offering. Helping you to focus on the things that matter the most to you - your business.

Operating in today's world is full of constraints on your time and resource. This means avoiding any unnecessary downtime is critical, if, you are going to deliver on your customer promises.

At the core of ProCare and the reason for its design is to help you to maximise your uptime of the Scania vehicles under our care.

Whatever sector you operate in, the same rules apply, you must deliver for your customers. To be agile requires a dynamic service partner that understands your business needs.

That's where ProCare comes in. It is a fully integrated, business focused servicing solution designed to fit around your operations, and to help take the stress out of keeping your fleet on the road.

In other words, let us take care of your vehicles, and we'll let you fully focus on your business.

DATA DRIVEN PROMISES

MAINTENANCE ON A NEW LEVEL

Based on data received 24/7 from over 600,000 connected vehicles worldwide, in combination with your specific vehicle data, our advanced analytics is designed to predict future mechanical issues so we can plan to replace before failure.

Unlike many traditional maintenance plans based on time or distance driven, ProCare factors in a lot more vehicle specific information. We account for your specific vehicle and operation – the topography, climate and road quality, as well as how it's driven on a daily basis.

Through continuous monitoring of large amounts of data, our advanced calculations help tell us when to make proactive replacements on certain components, rather than repairing them after they have failed and potentially caused consequential damage.



Full fleet coverage

ProCare is offered on a per-vehicle, per-contract basis, which means that no matter if you have just one regular route or every vehicle has a unique operation type, it will adapt accordingly.

There are no generalisations, each vehicle is analysed using its own individual data points and the maintenance plan will be updated accordingly.

One step ahead

ProCare is designed to proactively recommend the replacement of certain components before they reach their end-of-life, break and cause an unplanned stop or urgent service need, but to also automate the process. Besides adding new identified maintenance or replacement items to your upcoming service events in the vehicle service plan, the system is also designed to send automatic notifications to your maintaining workshop. This means if they have the latest information regarding what parts or components are due for replacement, they can be ordered in advance, helping to minimise the time spent in the workshop.

In fact, the only time you should hear from us is if an issue has been identified which will require immediate attention ahead of your next planned service event. All in all, it's a Repair & Maintenance contract optimised for the minimum amount of workshop visits that seeks to maximise the life length of the vehicle, and certain components and parts.

Digital service with a human touch

Although ProCare combines advanced algorithms that are processing vast amounts of data, with continuous 24/7 data monitoring – you always have your personal contacts at your local workshops. Someone you know, that knows you and your operation – rather than seeing you as an anonymous chassis number on a computer screen.

So while the ProCare algorithms help to make fast and accurate decisions, your contact is always involved in terms of planning the service events, where those decisions will be acted upon – in a way that works for your operation. And since the maintenance data flows directly to the workshop where it's actually needed, ProCare doesn't fill your workday with data reports. It keeps them out of your way so that you can focus on your business.

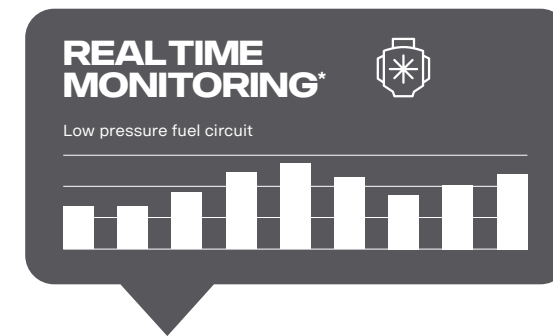
PROCARE IN ACTION

A CUSTOMER CASE



Quick facts

Company Name:
M&M Haulage (Ryton) Ltd
Transport type: Asphalt &
Aggregate Deliveries
ProCare Contracts: 4



“Scania ProCare is a remarkable step forward for hauliers. It takes peace of mind to another level.

Our trucks are running day and night and are working to their optimum capacity, ProCare means I can go to bed at night knowing that the chances of those trucks going down has decreased dramatically.”

Steve Atkinson, Director, M&M Haulage (Ryton) Ltd

SCANIA PROCARE HELPS M&M HAULAGE REST EASY AT NIGHT

Newcastle-based asphalt and aggregate haulier, M&M Haulage need not worry about their vehicles, because Scania ProCare has them covered.

For Director Steve Atkinson, being on time and meeting his customer's deadlines are non-negotiables for his business. Based in Newcastle, M&M Haulage (Ryton) Limited run a fleet of five Scania tippers 24/7, so minimising downtime is critical if they are going to keep their customers happy and those relationships strong.

Failure is not an option. Because if a truck won't start or comes to a standstill that means the job comes to a halt, which in Steve's world equates to a road or runway not opening on time, hefty fines being incurred, and irreversible damage

to the relationship with his customer. But Scania ProCare takes away that anxiety, which gives Steve and his drivers the reassurance that their vehicles are ready to tackle whatever job they face each day.

“Scania ProCare is a remarkable step forward for hauliers, says Steve. “It takes peace of mind to another level.”

“Our trucks are running day and night, and ProCare means I can go to bed at night knowing that the chances of those trucks going down has decreased dramatically.”


M&M Haulage's tippers are monitored and evaluated daily thanks to Scania ProCare, and Steve's local service centre will factor in any preventative maintenance during one of the vehicles' regular six weekly vehicle inspections. Before there's risk of certain components failing.

For Steve, that level of service is vital. It helps him to maintain the uptime he requires for his business to operate at its optimum. But, safe in the knowledge that should the worst happen, they have the support of Scania and ProCare behind them.




KEEPING YOUR VEHICLES ON THE ROAD


THE TECHNICAL SIDE OF PROCARE




Raw data is sent from your truck and all intelligence collated for Scania ProCare is analysed on centralised servers – enabling very powerful and complex calculations that allow for a highly uptime-optimised service.




The service plan is continuously and automatically updated with adaptations to any changing factors such as driving behaviour and operational characteristics.




The data from Scania vehicles across the globe is continuously feeding back information to our Artificial Intelligence models, Scania ProCare is under constant development – with more intelligence for each day that passes.




Advanced conclusions about both overall vehicle health and certain individual components can be drawn by combining insights and tracking deviations and trends from multiple data sources, such as: Engine load, crank time, start/stop frequency, engine hours, truck specification, rpm, ambient temperature and a large number of sensor values.




The latest updates and refinements of the service and its constantly expanding component coverage are automatically applied to every contracted vehicle.



Information regarding fault codes and deviations are evaluated daily, and are used to make active decisions regarding vehicle health.

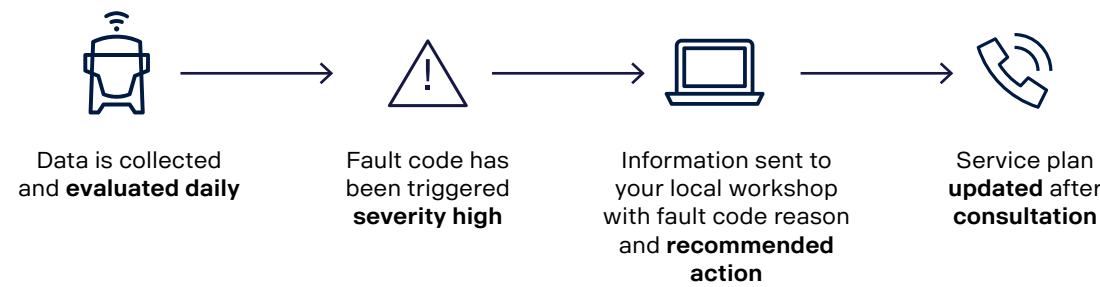


No generalisations: Each vehicle is analysed using its own individual calculations to ensure every unique data point is accounted for.



Any additional costs incurred from our advanced predictions and fix before failure method will be covered by your R&M contract. Subject to terms of your contract. (standard exclusions apply).

Critical ProCare health notifications in action



THE PROCARE PROCESS

FROM CALL TO COVERAGE

- 1 Setup**
We begin together by reviewing your business needs and history of unplanned stops and check that you have an existing Repair & Maintenance contract.
- 2 Activation**
24/7 ProCare monitoring is activated remotely on a per-vehicle level once your R&M contract is live and your C300 communicator is working.
- 3 Automation**
Maintenance actions are continuously and automatically scheduled to be handled at existing upcoming service events when available – which you can also see in the My Scania portal on your PC or app*.
- 4 Prevention**
In the case of an urgent maintenance need that can't wait for a pre-planned service visit, the workshop will call you to make arrangements that work for you with minimal business disruption.
- 5 Business as usual**
You can focus on your business and operation while we focus on your vehicle, helping to keep you on the road.

Find out more about Scania ProCare today

Promises are very human – but at the same time, humans also have limitations when it comes to grasping all the subtle nuances of complex data which is needed to deliver on them. Taking full advantage of technology is one of the key elements helping us live up to those promises. With advanced and accurate predictive algorithms which uses AI models to analyse huge amounts of data, we keep the unknowns and guesses out of the picture.

To find out more or get started contact your local Scania representative or visit www.scania.co.uk/procare

