



SCANIA PROCARE

ULTIMATE UPTIME FOR PRIORITISED TRANSPORTS

REAL TIME
MONITORING



Load cycle magnitude



SCANIA

DATA DRIVEN PROMISES

PREDICTION ON A NEW LEVEL

Based on the data received 24/7 from over 600,000 connected vehicles globally, in combination with your specific vehicle data – our advanced analytics intelligence accurately predicts future mechanical issues and solves them before they happen.

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 topology, climate and road quality, as well as how it's driven on a daily basis. Compared with the real-life data we have gathered for almost any combination of vehicle type and transport situation, we predict how your individual vehicles wear – and

treat even major driveline components as maintenance parts in your service plan. Through continuous monitoring of large amounts of data – our advanced calculations then tell us when to make proactive replacements, rather than repairing components after they have caused an issue.

One step ahead

ProCare lets us not only identify and proactively replace 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 automatically adding new identified maintenance or replacement items to your upcoming service events in the vehicle service plan, the system also sends automatic notifications to your local workshop. This means they always have the latest information regarding what parts or components are due for replacement so they can be ordered in advance, minimising 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 intervention ahead of your next planned service event. All in all, it's a service contract optimised for the minimum amount of workshop visits, with the maximum lifelenght of the vehicle and its 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 make fast and very 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 its 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.

ALL TRANSPORTS ARE IMPORTANT

BUT SOME ARE MORE CRUCIAL THAN OTHERS

Every part of your operation plays a role. But when it comes to maximising productivity and uptime, avoiding potential loss of business, as well as securing new contracts – the reliability of your vehicles provides the true core of your customer promise. ProCare is our most advanced tier of service offering, providing the highest level of uptime and productivity possible – and ensuring that promise can be made with confidence.

There are many factors that determine the importance of an individual transport or contract. Some because they are time critical – like just-in-time deliveries for manufacturing or construction, transport of highly perishable goods or even livestock, or because circumstances create transport windows that are short and far apart. But some transports are important on a pure trust level. Living up to a promise,

to a customer with past experiences of poor transport performance. Or a pilot contract for a customer that could grow substantially if handled perfectly.

So, we're not going to tell you which of your transports are the most crucial ones – but ProCare is the service offering that can ensure they are treated as such.

1-50+

Per-vehicle offering

ProCare is offered on a per-vehicle level. This means that no matter if you have just one regular route that is operation-critical for your business, or if half of your fleet makes just-in-time deliveries – ProCare brings the highest possible uptime for those particular transports, and scales with your needs no matter the size of your business or fleet.

KEEPING YOUR TRANSPORTS 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 highly uptime-optimised service.



Advanced conclusions about both overall vehicle health and individual small 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, battery status, engine hours, truck specification, rpm, ambient temperature and a large number of sensor values.



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.



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



The latest updates and refinements of the service and its constantly expanding component coverage are automatically applied to every contracted vehicle – ensuring they always have the top tier support.



The service covers uptime-critical components of both the driveline and aftertreatment system, brakes and other safety components – as well as the cab climate.



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



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

ProCare automatically adds maintenance actions to your existing upcoming service events.

By noticing even slight increases in the starter motor energy consumption and engine cranking time, the system can calculate when it is due to reach its end of life, and will replace it in advance.

The driver is the most important part of the vehicle – which is why cab climate is covered under ProCare to secure a healthy working environment.

PROCARE IN ACTION

A CUSTOMER CASE

Quick facts

Company name: QStar
Transport type: Fuel delivery
ProCare contracts: 3



REAL TIME MONITORING

Low pressure fuel circuit



“We believe that ProCare provides the best option to prevent our trucks from coming to a standstill. If that was to happen, we’d be paying for a driver that isn’t driving and a rental vehicle from another haulage company,”

Remi Skillingsås, Transport Manager, Qstar.

SCANIA PROCARE PREVENTS DOWNTIME FOR QSTAR

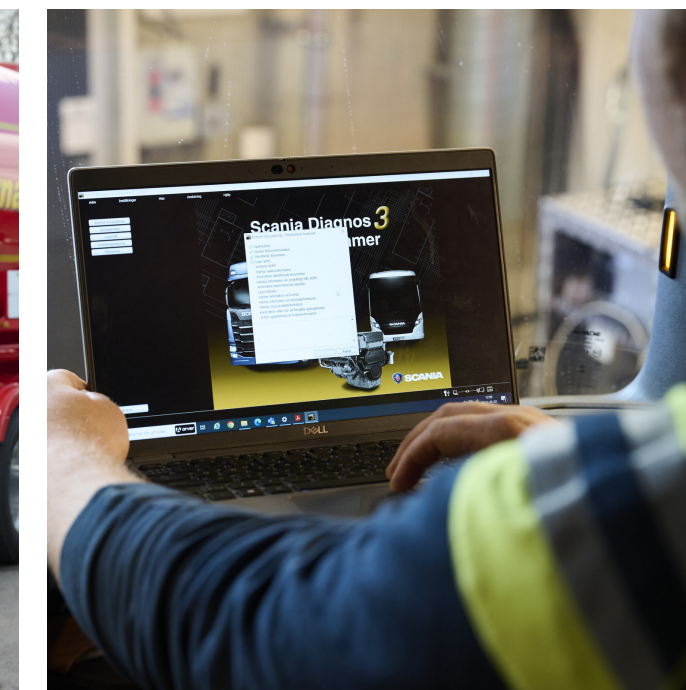
Fuel transport provider Qstar is one of the customers that has chosen Scania ProCare to proactively prevent downtime.

Qstar has a fleet with its own trucks and is also using other operators for transport. Since the deliveries are made all over Sweden, the distances the trucks cover are enormous, around 200,000-250,000 kilometres annually. Comfort and safety are also of the utmost importance for the company, a mindset that encourages the drivers to be proud of their vehicles and treat the trucks accordingly.

“We believe that ProCare will prevent the trucks from coming to a standstill. If that was to happen, we’d be paying for a driver that isn’t driving and a rental vehicle from another haulage company,” says Remi Skillingsås, Transport Manager, Qstar.

The trucks included in ProCare are monitored and evaluated daily, and components with a limited lifespan are

changed before they might cause hassle. Trucks with advanced body builds or assignments with tight schedules and penalties for late deliveries would be the typical candidates for ProCare, where 100% planned uptime is the core purpose. Such as the transport of fuel, like Qstar.



THE PROCARE PROCESS FROM CALL TO COVERAGE

- 1 Setup**
We begin together by defining the best service contract setup for your operation as a whole, with ProCare for your most uptime-critical vehicles.
- 2 Activation**
24/7 ProCare monitoring is activated instantly on a per-vehicle level.
- 3 Automation**
Maintenance actions are continuously and automatically scheduled to be handled at existing upcoming service events when available – and you can always see upcoming ProCare events in the My Scania Service Planner
- 4 Scania oversight**
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 – delivering on your customer promises backed by the highest degree of uptime available.

Secure your customer promises with 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 the key to 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 Workshop or visit scania.com/procare

