

V O L V O

Volvo Trucks India Uptime Services



Volvo Trucks. Driving Progress

Volvo Trucks India - Uptime Services

Take the leap to the next generation of Connected Services.

Everything you need to keep your business moving forward.

You know better than anyone that every second of saved uptime means increased revenue, maximized efficiency, and new opportunities. That's why we at Volvo Trucks India are your transport solutions partner to support your business with innovative uptime services to help you keep your trucks on the road and money in your pocket.

What does it take to keep your trucks moving? Our team of uptime experts know. At the state-of-the-art Volvo Uptime Center across India, dedicated teams and technology join forces to help you manage unplanned repairs, no matter where your trucks may be. And they won't stop working until your truck is back on the road. It's one more way we're helping you deliver on your commitments to your customers.



Volvo Uptime Center Network

Our world-class uptime center network means your trucks are never far from the quality care and maintenance you expect when you buy a Volvo truck. With more than 12+ dedicated uptime facilities spread across India you can fully utilize our Uptime Services offering and realize cost savings across your operation.



Volvo Connect

By bringing your business together, Volvo Connect saves time, eliminates hassle and gives you a clearer understanding of the things that matter. Helping you to prepare, plan and continuously improve. This way you can take truck uptime, efficiency and productivity to new heights.

On the go or at your desk.

You can easily access and use Volvo Connect from a complete range of smart devices and screen sizes. Making it available when you need it. One log-in, one view. Always.



Supporting your entire operation

Open up a world of services and functions with our state-of-the-art digital tools. Here's what is currently available. And this is just the beginning.



Maps

With a clean, clear view, you can easily monitor the position of your vehicles. Pop-up windows and info boxes provide additional, deeper information, such as vehicle status, alerts and driver times.

- /Fuel levels and distance to empty
- /Historical positions and trips
- /Point of interests
- /Router of interests
- /Geofencing



Assets

Get an instant overview of the status of your entire fleet and, with a click, the current status of each asset in realtime.

- /Detailed information about your assets
- /Real time status of your vehicles
- /Alerts, warnings and notifications



Reports

Intelligent, easy to use reports, easily tailored to your needs and preferences. Gathers and analyses vehicle and driver data. Shows where fuel savings can be made to reduce costs and CO₂ emissions. Trucks critical safety indications.

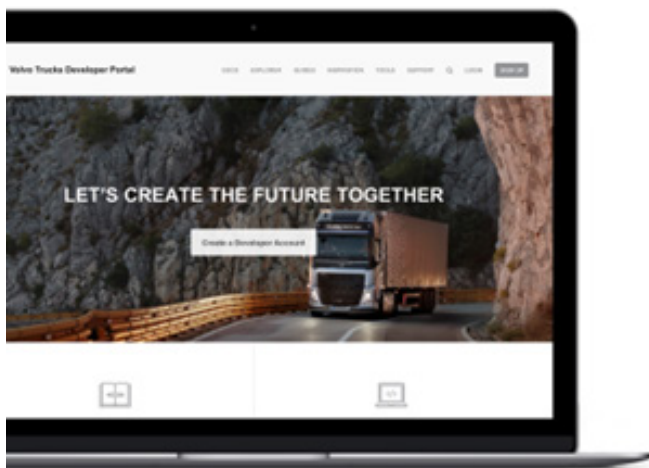
- /Fuel efficiency report
- /Performance report
- /Environmental report

Fuel & Environment

The 'Fuel & Environment' Service provides all the critical information related to the vehicles' performance. It also saves time and effort in analysing vehicle data – and helps you find ways to cut fuel costs. Through the various reports, both potential savings and progress over time can be made visible in just seconds.

Positioning

The 'Positioning' service provides real time information on the location of the vehicle. The detailed maps give you constant updates on where the trucks and loads are at present. This service also allows you to invite your customers to follow their cargo in real time.



Developer portal

Volvo Connect follows an increasingly accepted norm of openness and transparency. The Developer Portal is a good example. It helps ensure that Volvo Connect will continue to get better and better as we move into the future. Welcoming and enabling new, innovative services developed by selected specialist partners and others.

The best way to learn what Volvo Connect is all about is to experience it for yourself. For more info, visit volvoconnect.com or write to us at: volvoconnect@volvo.in

Volvo Service Planning (VOSP)

Breakdowns and urgent repairs cost you time and money. With VOSP you can schedule proactive servicing to help save them. Volvo offers a range of service agreements suitable for different types of operations and service requirements. So it pays to plan.

Volvo Operational Service Planning (VOSP), is a simple web-based tool that monitors vehicle status and communicate directly with your nearest Uptime Center - regardless of your truck's location. It consolidates all maintenance events and communication in one place so you can avoid invoice and repair surprises. It provides seamless communication between the service manager, the truck, and the team at Volvo Uptime Center.



Predictive Maintenance

Predictive maintenance monitors the life of truck components to enable proactive planning and timely repairs. The estimated life of parts such as clutch, APM and disc brakes are identified and this information is used to replace the part before it reaches the end of its life.

The parts office is notified about the requirement of components in advance to ensure better parts planning & the availability of parts. The Uptime Center follows-up with the site technician to ensure that the component is replaced within the due date & therefore avoiding any unplanned stoppage of trucks & consequential failures.

Predictive Maintenance is a standard in every new Volvo Truck.

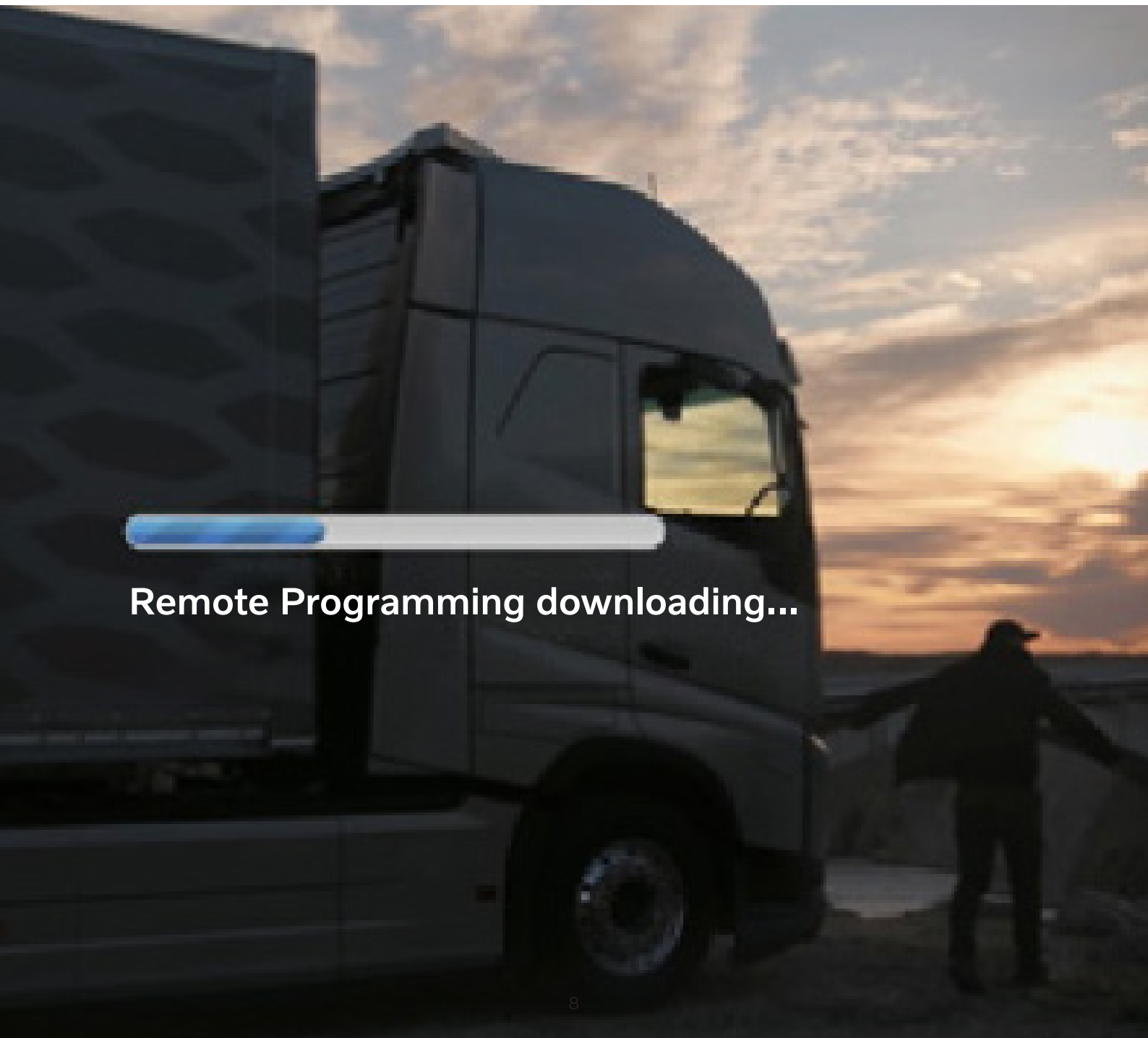


Remote Programming

(Over the Air Software Updates)

Taking a vehicle out of operation to perform software and parameter updates can decrease productivity. So we changed the way those updates are performed. Now with Remote Programming the upgrade is done over the air connecting to the Volvo Uptime Center.

Our offering leads the industry with advanced software and parameters updates.



Volvo Uptime Care

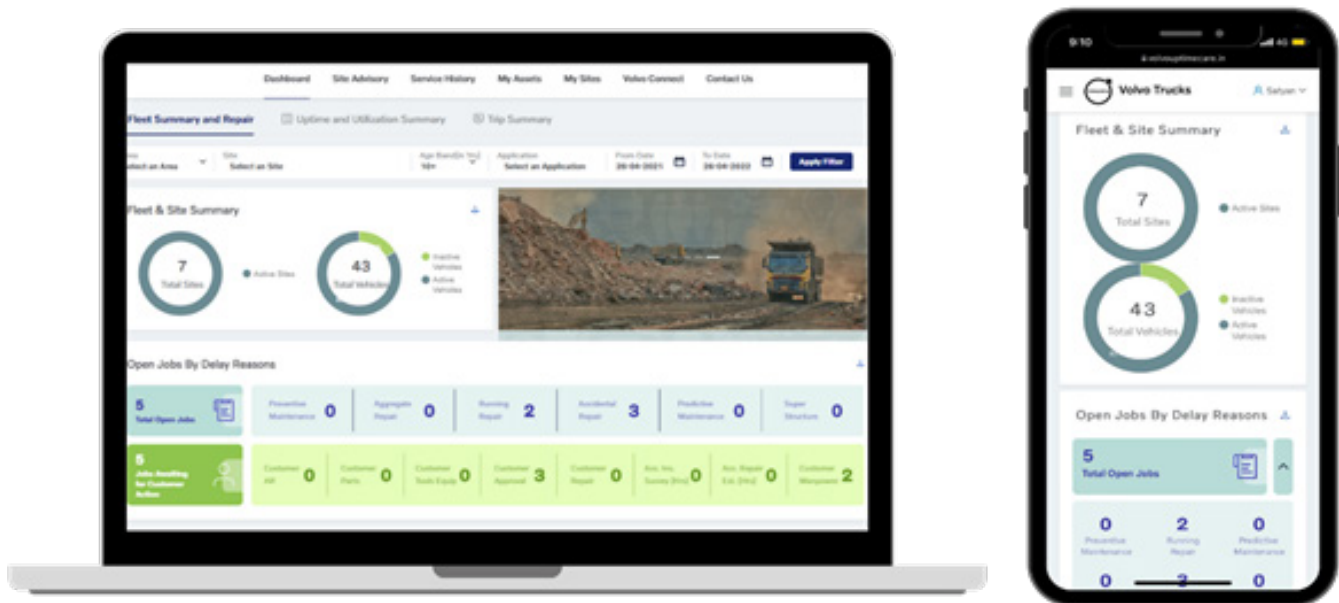
The possibilities are endless with Volvo Uptime Care. It adds up to a more efficient and profitable daily operation – and the peace of mind to focus on what's really important: growing your business.

We have built an all-in-one uptime portal that empowers you and helps to keep your operation at the forefront

Volvo Uptime Care portal offers instant information such as

- Fleet Repair Status and Summary
- Uptime and Utilization of the Fleet
- Site advisory reports
- Overview of assets in various sites

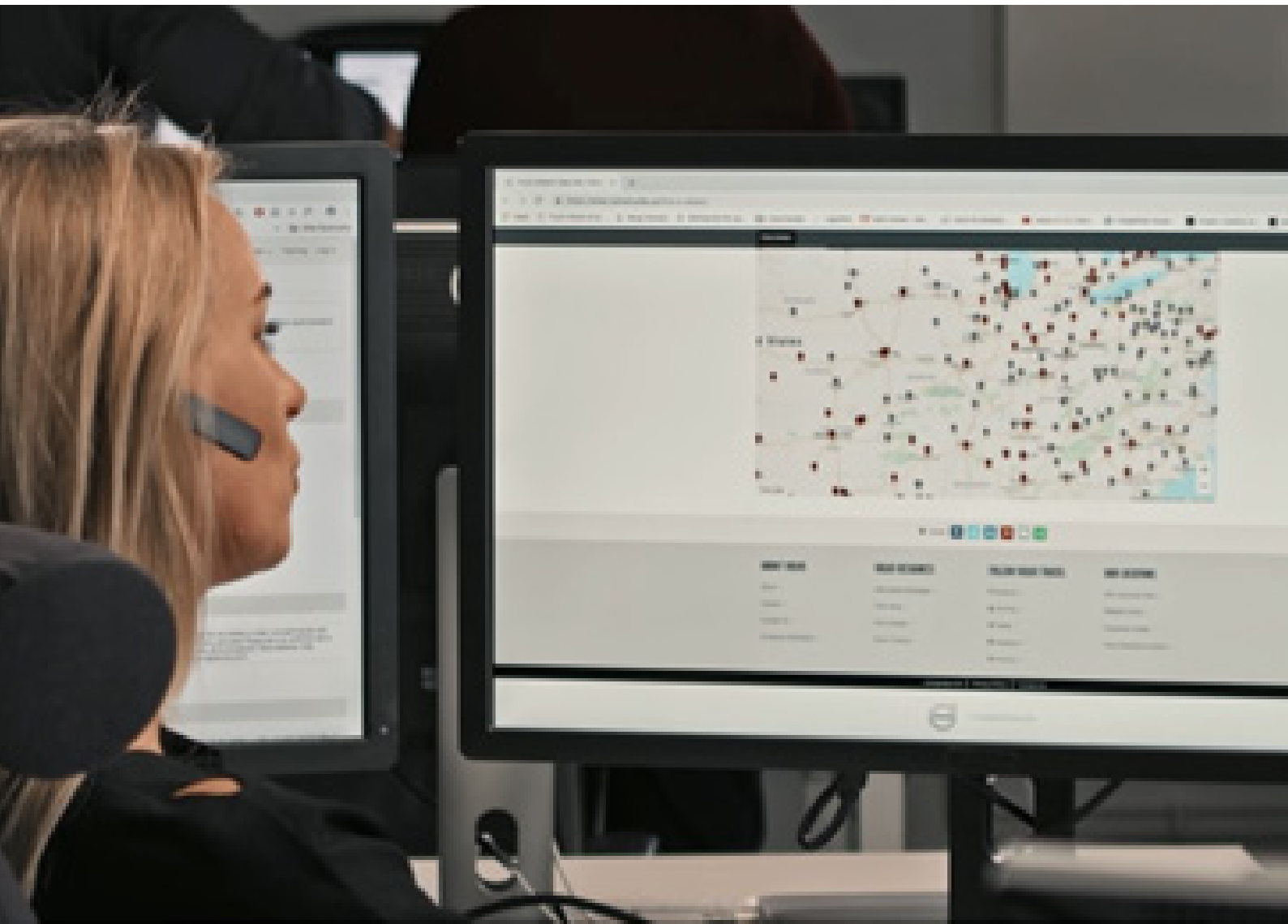
Get an instant overview of your entire fleet and check the current status of each asset in real time – with one click at ease.



Volvo Action Service

No matter where you need emergency service to get your truck back on the road, Volvo Action Service is always ready to help you 24/7. And we ensure that your vehicle is back on the road with minimum downtime.

You can always count on the support of our Volvo Action Service team of experienced Uptime Coordinators, skilled technicians and the extensive Volvo Trucks dealer network. Together they'll make sure to keep you on the road at all times. Knowing our products and service methods in-depth and using only Genuine Volvo Parts, our technicians also ensure that your Volvo stays a Volvo. The VAS 24x7 Helpline No. 1800-572-4860



Volvo Fleet Assist Services

Our team of experts have conceptualized yet another innovative product, the **FLEET ASSIST SERVICES** or **FAS**.

The service connects all equipment's in a mine digitally, offering optimized and real time route prediction, think of it as a supervisor sitting inside the truck with walky-talky and guiding the truck on the best available routes to be taken reducing loading que, the supervisor in this case is our solution. The Volvo FAS solution, optimizes vital parts of the mining operation, combining trip information with truck route prediction through constant learning algorithms, reducing idling time, thereby lowering operational expenses. Volvo Fleet Assist Services is the new way to push the limits of productivity.



Site Advisory Services

Volvo Site advisory services is the culmination of all our services consolidated in one single advisory shared with customers every month.

The services encompass site and operational information, site study report including gradient mapping, vehicle performance reports combined with analytics from Volvo connect and our expertise gained over many years of operations in mining business.

Elements of Site Advisory

Service Planning

- PM scheduling & adherence mapping
- Advanced planning for repairs



Driver & Vehicle Performance

- Volvo Connect / Dynafleet based FE analysis
- Vehicle & Driver wise FE Analysis



Predicative maintenance and Remote diagnostics

- Remotely monitoring and predicting APM and clutch, replacement basis current consumption and planning for repair



Repairs & Maintenance Updates

- Volvo Service Plan adherence status
- Summary of site level preventive maintenance like Washing and Greasing

Uptime and Utilization

- Fleet Uptime and Utilization
- Vehicle wise Uptime and Utilization

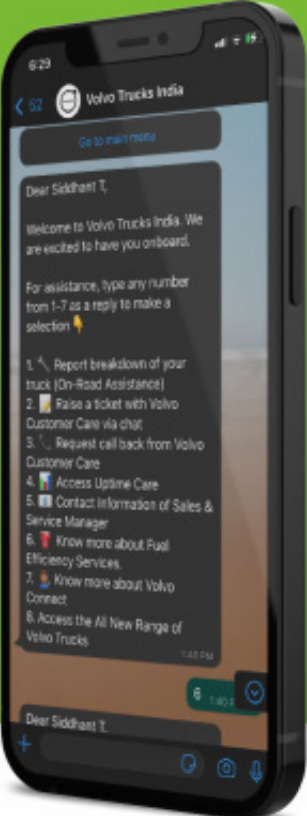
Site and Operations Study

- Vehicle operation with respect to loading, unloading and tipping
- Site infrastructure for carrying out repairs
- Gradient mapping (Geotracker)



Volvo WhatsApp Business Chatbot

Reaching out to Volvo Trucks is much easier through Volvo WhatsApp Business Chatbot. Get faster response through intelligent service chat.



VOLVO

All the assistance you need.
Now at your fingertips.

Dear Siddhant T.,

Welcome to Volvo Trucks India. We are excited to have you onboard.

For assistance, type any number from 1-7 as a reply to make a selection 📌

1. 🚚 Report breakdown of your truck (On-Road Assistance)
2. 🎫 Raise a ticket with Volvo Customer Care via chat
3. 📞 Request call back from Volvo Customer Care
4. 🛠️ Access Uptime Care
5. 👤 Contact Information of Sales & Service Manager
6. ⛽ Know more about Fuel Efficiency Services
7. 🚛 Know more about Volvo Connect
8. 🚛 Access the All New Range of Volvo Trucks

1:43 PM

Dear Siddhant T.

- On-Road Assistance
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- Access Uptime Care
- Volvo Connect
- Contact Sales & Service Manager
- Fuel Efficiency Services
- Check All New Range of Volvo Trucks

Volvo trucks whatsapp helpline.
Built for your convenience.

AVAILABLE 24x7  | **+91 84319 07933**

V O L V O

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