



Volvo Trucks. Driving Progress

VOLVO UPTIME CENTER

YOUR DIGITAL HOME FOR A MORE PROFITABLE TRANSPORT OPERATION



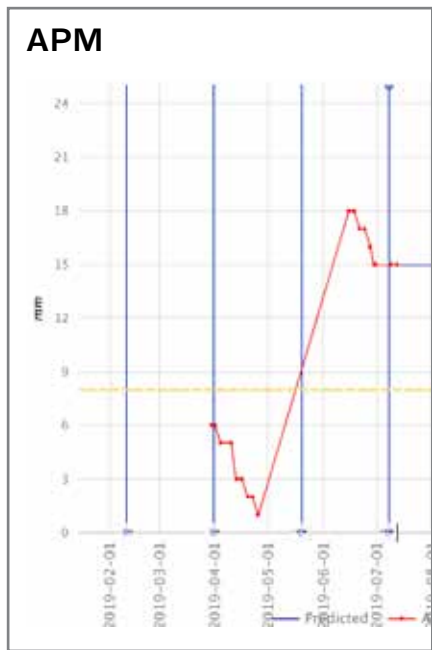
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Make the best decisions
in real-time



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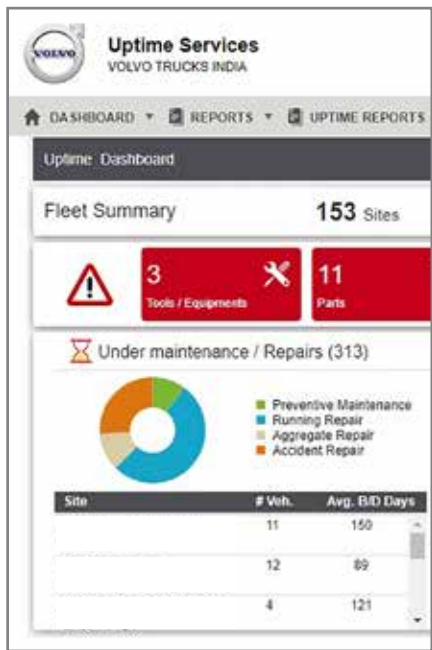
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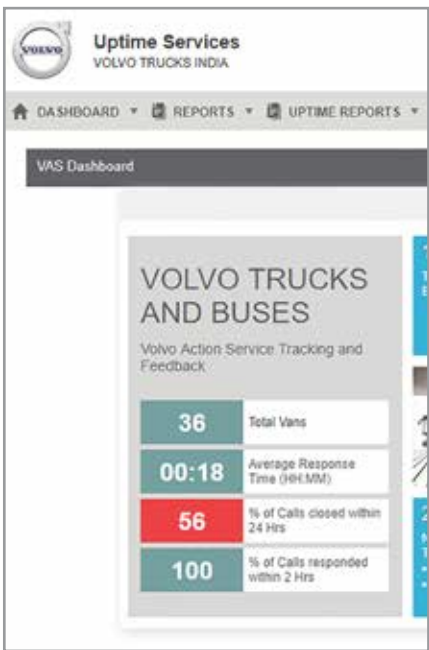
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Anywhere

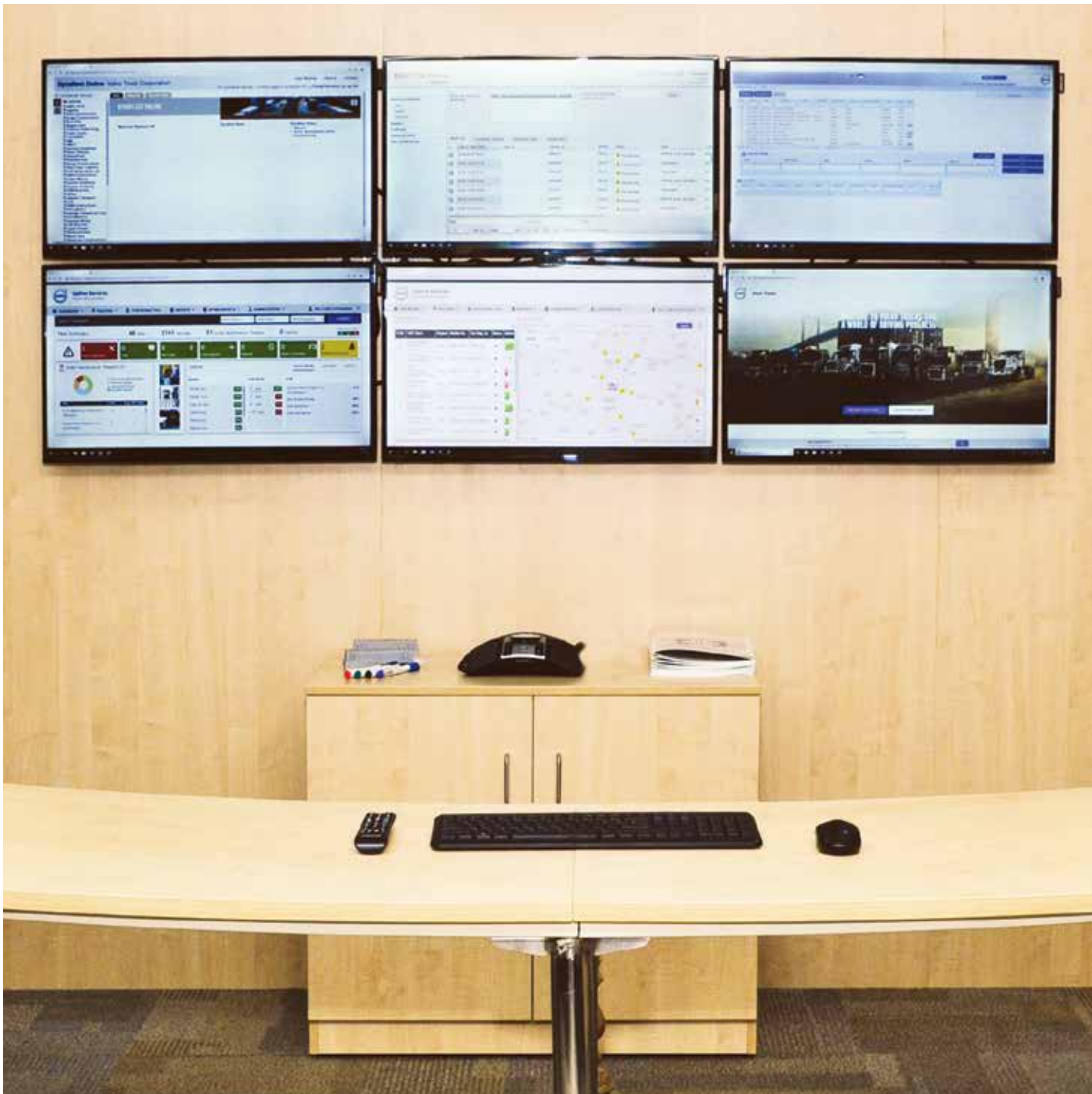


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Everything you need to keep your business moving forward

At Volvo, we know better than anyone that every second of saved uptime means increased revenue, maximized efficiency and new opportunities. That's why we are constantly working to be the transport solutions partner that supports 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, 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.





DYNAFLEET

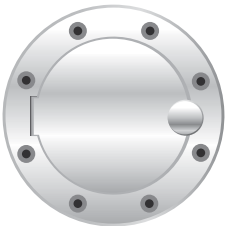
It's all about productivity and efficiency.

The truck driving pattern is continuously monitored by the Dynafleet system, which helps in improving the driver competency and the truck operating conditions. This results in improved truck utilization, minimal idling hours and better fuel efficiency. In short, it helps improving the operational efficiency of the fleet.

The Dynafleet hardware comes installed from the factory in all Volvo Trucks. You simply have to subscribe for the services that suit your needs and log on to the Dynafleet web portal to get started.

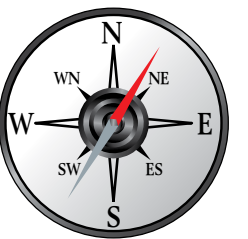
Fuel & Environment

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.



Dynafleet brings a new level of clarity and control to your business.



Volvo Operational Service Planning [VOSP]

Breakdowns and urgent repairs cost you time and money. With VOSP you can schedule proactive servicing and preventative maintenance 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 lets you monitor vehicle status and communicate directly with your dealer - regardless of your truck's location. It consolidates all maintenance events and communication in one place so you can avoid invoice and repair surprises.

And for trucks with Remote Diagnostics, it provides seamless communication between the service manager, the truck, your dealer, and the team at Volvo Uptime Center.

Manage Assets with Ease.

Access information on all your equipment and important contacts in a single place. Make notes on fleet processes and individual assets to guide the service process.

Reduce Costs and Downtime.

Efficiency drives savings. VOSP services generate proven uptime by getting your trucks diagnosed, repaired, and back on the road faster.



Remote Diagnostics

Stay ahead of the road



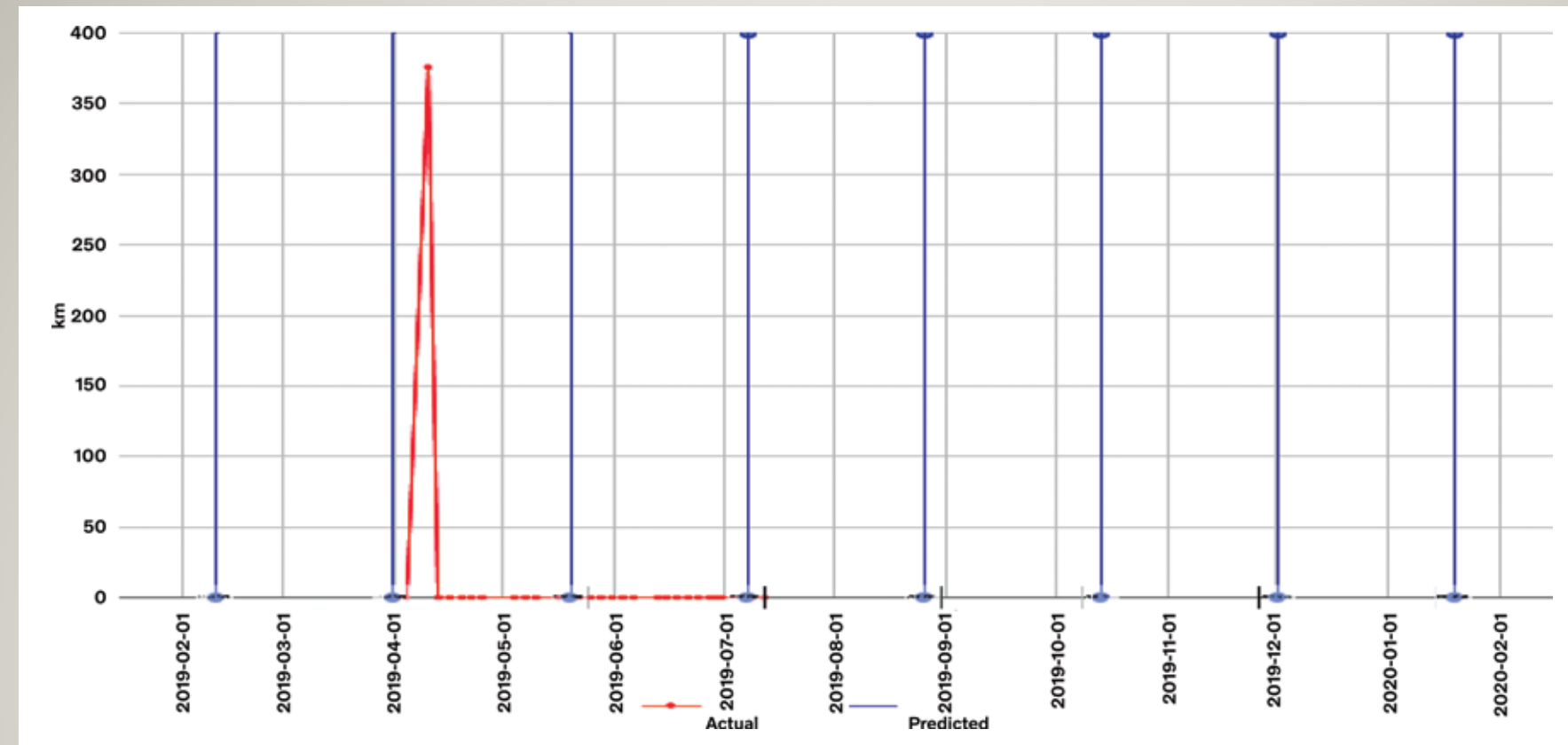
Remote Diagnostics is more than technology - it's a revolutionary new way to maximize uptime and expedite repairs. It helps you avoid unexpected downtime by offering a range of unique benefits, including:

- Immediate communication of actionable information so you can make business decisions in real-time
- Proactive diagnostic and repair planning assistance with detailed analysis of critical fault codes

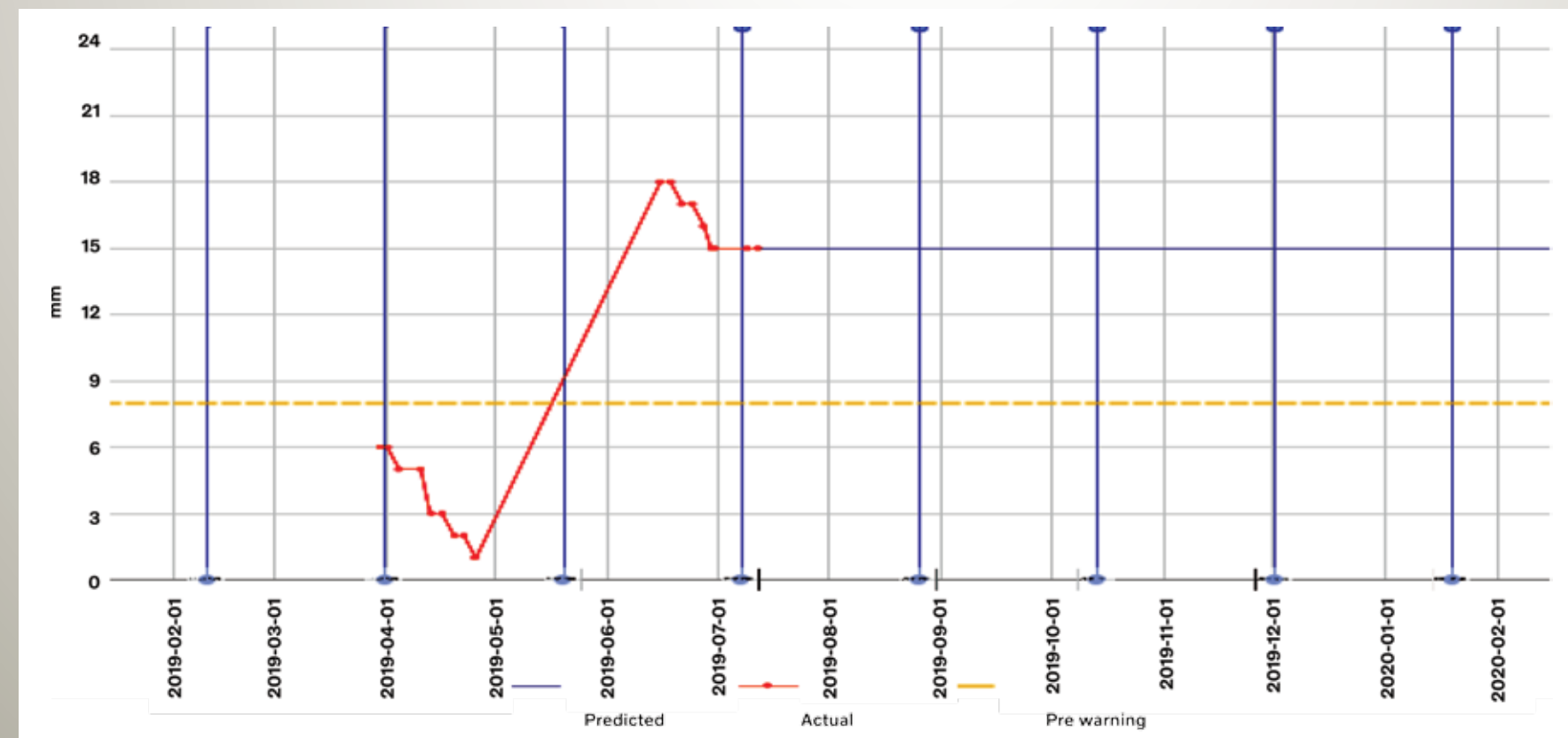
Predictive Maintenance

Ready for whatever lies ahead

Clutch



APM



Predictive maintenance monitors the life of truck components to enable proactive planning and timely repairs.

The estimated life of parts such as clutch & APM 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 technician to ensure that the component is replaced within the due date & therefore avoiding any unplanned stoppage of trucks & consequential failures.

It is a standard in every new Volvo Truck.

FLEET UPTIME

Delivering faster turnaround time

Map out the whole fleet

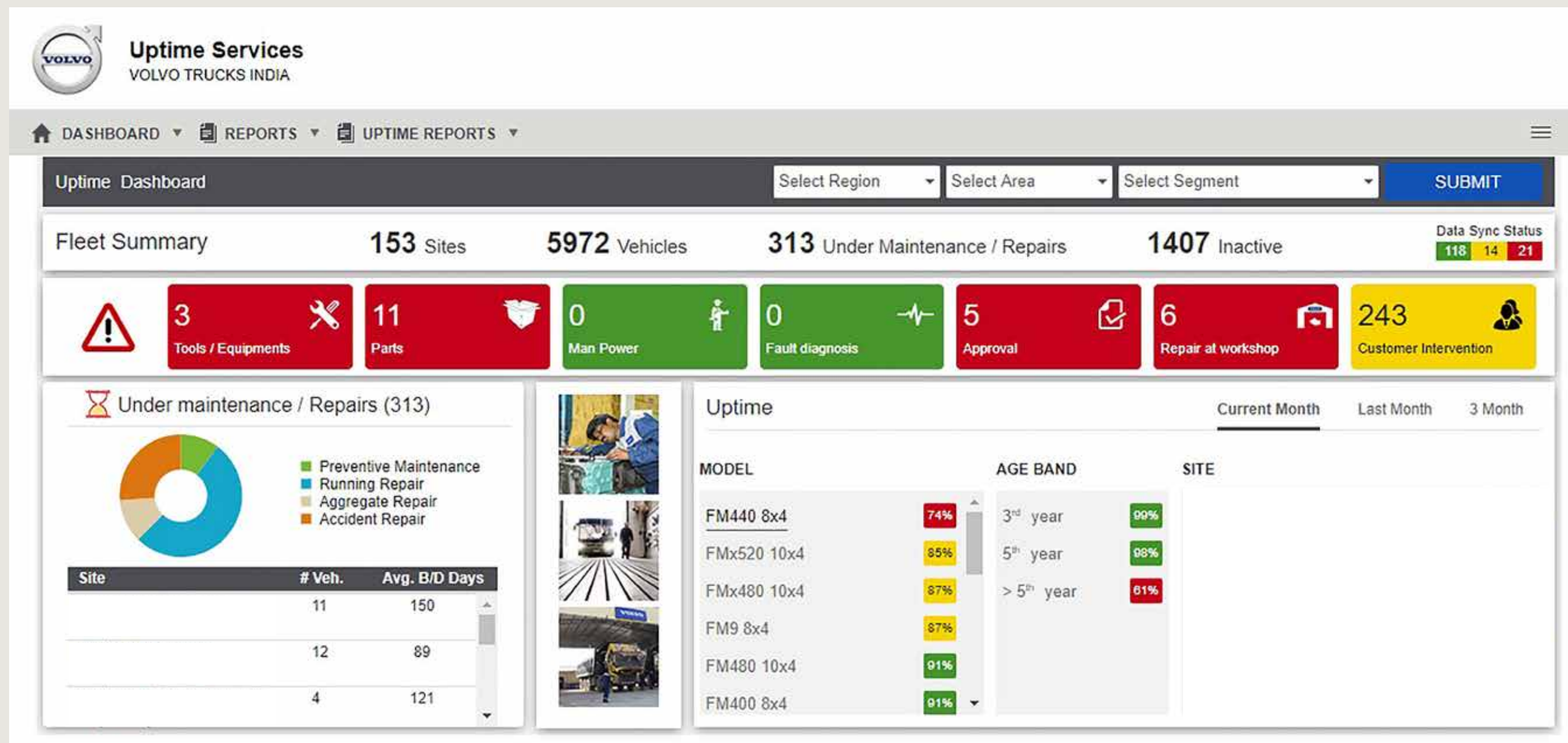
Keeping track of your trucks has never been easier with detailed maps that give you full control over your operations. And the fact that you will know exactly where the load is, benefits both you and your customers.

Make room for more work

Dynafleet can list the vehicles best suited for a new assignment. Geographic positions support you in making the optimal decision.

Just-in-time information

Looking for confirmation for a just-in-time delivery. By setting up geo-fences, it is possible to provide critical and time saving information as the trucks enter or leave a certain geographical area.



Vehicle Action Service [VAS]

Uptime is just a call away

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 in minium downtime.

Download the VAS App

Benefits:

- Faster response time
- Minimum turnaround time
- Ability to track progress in real-time
- Round-the-clock assistance
- A complete record at your fingertips

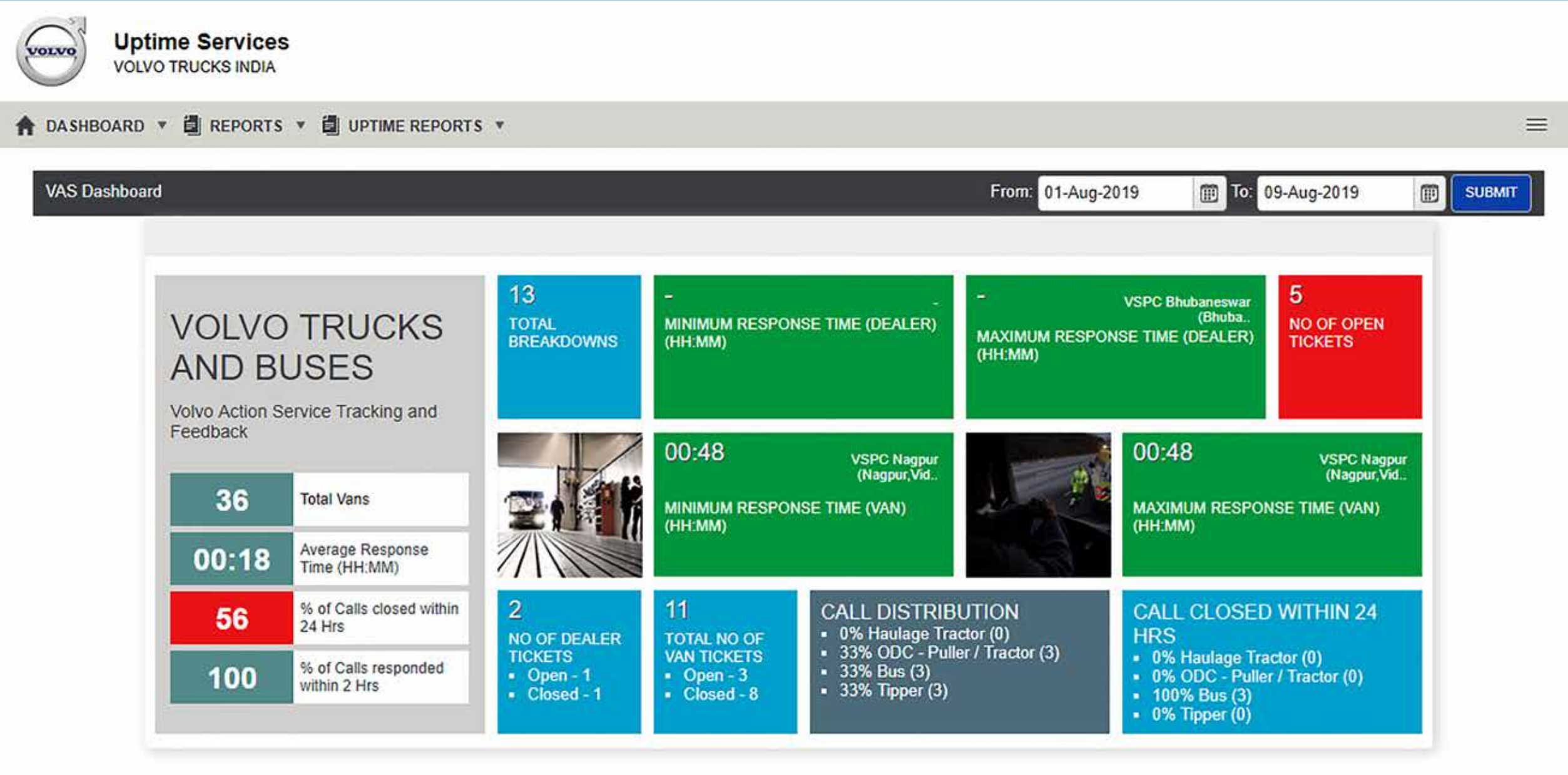
The Uptime Center Connect

Our Uptime Center is always available to handle your case – from start to finish. You will be connected to one of our experienced Uptime Coordinators who speaks your language. That way you don't risk having misunderstandings due to language difficulties.

Assistance 24/7

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. 180030004860



The Volvo Uptime Center

REAL PEOPLE. REAL SOLUTIONS. REAL FAST.

The road is an unpredictable place. The Volvo Uptime Center offers around-the-clock assistance to operators across the country.

With just a phone call you are connected to a member of Volvo Uptime Center team of highly trained experts who can quickly give realtime information about your fleet performance, manage service, schedule repairs and tackle any other issue that concerns your operations.

The presentation board features the following content:

- YOUR DIGITAL HOME FOR A MORE PROFITABLE TRANSPORT OPERATION**
- DYNAFLEET**
It's all about productivity and fuel efficiency.
- UPTIME SERVICES** (Central Hub)
- VAS**
Volvo Assistance Service
- FLEET UPTIME**
Defining better transportation
- VOSP**
Volvo Service Program
- REMOTE DIAGNOSTICS & PREDICTIVE MAINTENANCE**
A revolutionary new way to manage your fleet and reduce repair costs.

Below the board, four computer monitors display:

- Top-left: A map showing a route.
- Top-right: A data dashboard with various charts and graphs.
- Bottom-left: A detailed dashboard with multiple colored status indicators (red, green, yellow).
- Bottom-right: A dashboard with a grid of colored blocks representing different data points.

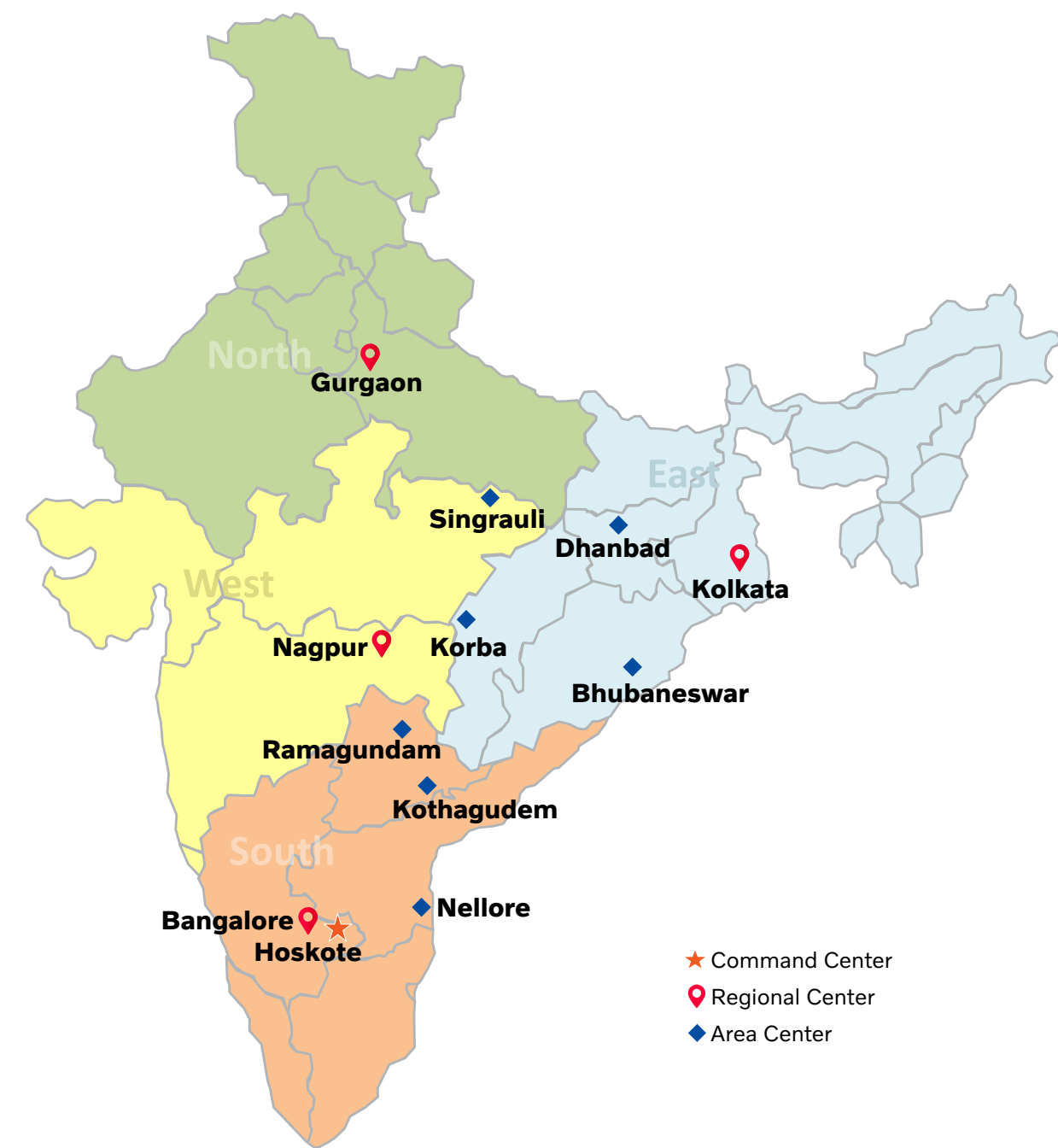
At the bottom of the board, the text **READY FOR THE ROAD AHEAD** is visible.

THE UPTIME JOURNEY (Right side of the board):

- Service Request
- Service Request Received
- Service Request Assigned
- Service Request Approved
- Service Request Confirmed
- Service Request Scheduled
- Service Request Completed
- Service Request Closed



Volvo Uptime Centers are already in operation across the country bringing the technology advantages closer to Volvo customers operating in coal mining sites at key cities and towns.



**Industry-leading uptime service.
Welcome to the Volvo Uptime Center.**

What does it take to keep your trucks moving?
Our team of uptime experts know. At the state-of-the-art Volvo Uptime Center, 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.



Ready for the road ahead

Whether you have your own truck or you manage a fleet of them, it is always comforting to know the status of the fleet in real time.

At Volvo Trucks we have pioneered the concept of Uptime Center with which you can connect critical information of your business in ways never before possible - At one place, with one log in, one view.

The objective is to deliver superior Uptime to customers through Service Panning, Predictive Maintenance, Remote Diagnosis, Site Uptime Monitoring, Improving operational efficiency through Dynafleet data analytics and Effective administration of Volvo Action Service calls.

Volvo Uptime Center is designed to bring your business together. It 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.



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