



# ASIST

A web-based service  
communication platform.



# ASIST PROVIDES EVERY SERVICE ADVANTAGE A FLEET COULD ASK FOR.

Now there's an easy way for fleet managers to coordinate repairs and communicate with their Volvo service providers. ASIST gives you the tools to manage costs, reduce downtime and maximize performance for every truck you operate.

**WHAT IT IS:** ASIST is a web-based system that lets Volvo customers and service providers work together – in real time – to expedite repairs and maximize uptime. You will have access to fast, complete and accurate service estimates for your approval. And it gives Volvo dealers automated access to your specific maintenance or inspection requirements, including vehicle-specific data on recalls, warranty coverage, repair plans and pricing.

**WHAT IT DOES:** ASIST lets you, your maintenance manager and your service providers communicate with one another – easily and instantly – throughout the write-up and repair process. You'll be able to authorize or deny service steps, share information and options, and receive status alerts during the entire service event.

## THINK OF IT AS THE SWISS ARMY™ KNIFE OF SERVICE MANAGEMENT PLATFORMS.

### ASSET MANAGEMENT

- Pre-loaded with all your equipment, including tractors, straight trucks and trailers.
- Access to all contacts and other fleet-specific information.
- Fleet Process Notes are presented to service personnel to guide service process.
- Asset Notes maintain data on unique characteristics by asset.

### UPTIME IMPROVEMENT

- Trucks are diagnosed, repaired and back on the road faster.
- Integration with Volvo Action Service lets you view relevant communications and case management/status reports in real time.
- Proactive—the system identifies recalls and campaigns for the specific truck based on serial number or unit number for your fleet.

### COMMUNICATIONS

- Improves and speeds communication among all parties in the repair/service process. Eliminates on-hold and busy signal delays.
- On-screen dashboard lists active service events with mouse-over access to recent comments and click-through to service write-ups.
- Email notification of service initiation and changes in status of service events, such as waiting for parts and completed/ready for pickup.
- Maintains a complete history of your communication with the service providers for each event.
- Alerts can be sent to any device with email or Internet access.

### ELECTRONIC FOLDER OF SERVICE EVENTS

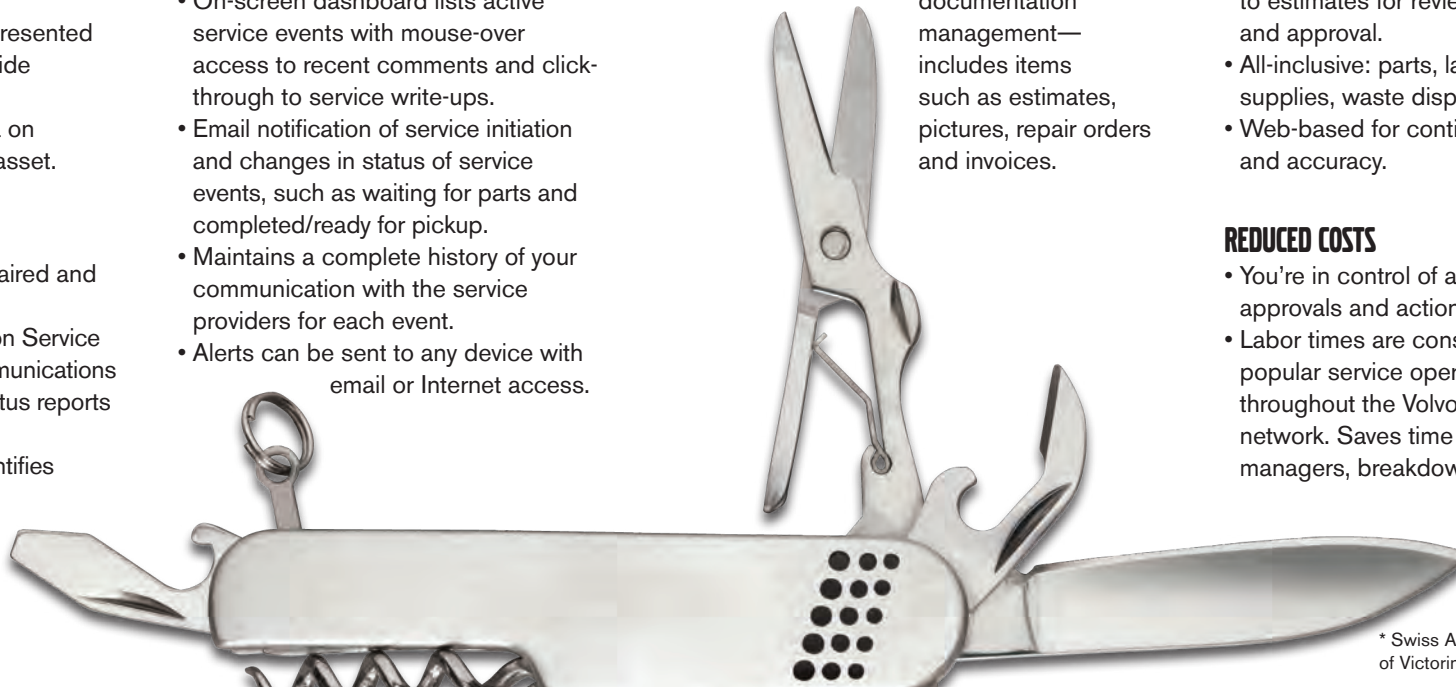
- VMRS-coded maintenance or repair operation details.
- Time-stamped communications.
  - Complete documentation management—includes items such as estimates, pictures, repair orders and invoices.

### ESTIMATING

- Provides complete and accurate estimates for all work to be performed.
- Fleet managers have online access to estimates for review, comment and approval.
- All-inclusive: parts, labor, shop supplies, waste disposal fees, taxes.
- Web-based for continual updating and accuracy.

### REDUCED COSTS

- You're in control of all estimates, approvals and action steps.
- Labor times are consistent on popular service operations throughout the Volvo service network. Saves time for fleet managers, breakdown managers and service personnel.



\* Swiss Army® is a registered trademark of Victorinox AG and its affiliates.

## **THIS IS THE DIRECTION FLEETS ARE HEADING.**

Your fleet expects the best from your Volvo service providers. With ASIST, you'll get it. To learn more about the ASIST program or to enroll your fleet, contact your Volvo dealer representative or visit [www.mvasist.com](http://www.mvasist.com).

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**VOLVO**