



# ***PROACTIVE ASSISTANCE***



***CONNECTED  
SOLUTIONS***



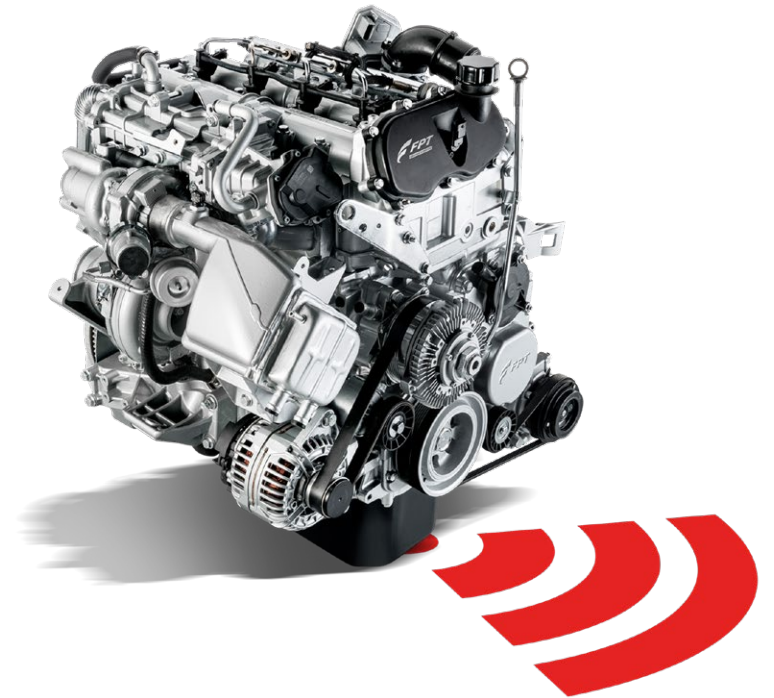
# Proactive Assistance

A new concept of connected assistance for new needs

While you're focused on your mission, an expert team is always by your side, constantly monitoring your engine's health and supporting you to always get the best from your engine.

An advanced engine troubleshooting, based on FPT's technical know-how and field experience, enhances the service in case of issues, reducing the intervention time and preventing the most critical breakdown causes.

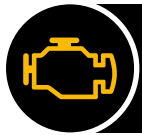
***YOU ASK FOR UPTIME,  
FPT'S ANSWER IS PROACTIVE ASSISTANCE.***



**MAXIMIZE UPTIME: FROM AN UNPLANNED STOP  
TO A PLANNED ONE**

## Real case

Imagine if your vehicle is facing an unforeseen stop due to an engine's failure.



### BREAKDOWN

- Loss of profit for all downtime days.
- Possible additional penalty.
- Expenses for a replacement machine.



### OUTCOME

All the costs reach  
up to **1.000 €** per day  
depending on the application.



### COULD IT BE AVOIDED?



### YES!

THANKS TO FPT'S SOLUTION

## PROACTIVE ASSISTANCE

- The intervention time can be reduced.
- The scheduling can be optimized according the end user convenience.
- The intervention can be scheduled in advance, ahead of any potential breakdown.

**SERVICE ASSISTANCE WILL IDENTIFY THE ISSUE BEFORE LEAVING THE WORKSHOP**

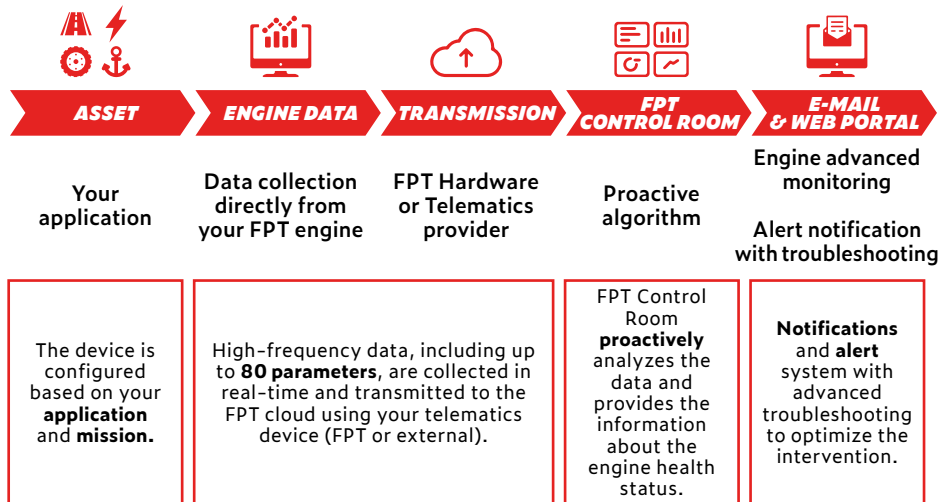


**TOTAL COST OF OWNERSHIP (TCO) REDUCTION BY MINIMIZING DOWNTIME**



# Proactive Assistance

Ensuring engine performance and operations has never been easier, all thanks to our Connected Solutions.



**ADVANCED ENGINE TROUBLESHOOTING AND REPAIR UTILIZING FPT'S TECHNICAL EXPERTISE AND FIELD EXPERIENCE**



# Subscription types

Different engines mean different requirements, but they all share a common need: uptime.

That's why the FPT solution is not one-size-fits-all; it can be customized and tailored to meet your specific requirements, regardless of your situation.

DOES YOUR ENGINE...	...NOT HAVE ANY TELEMATICS DEVICE INSTALLED?	...ALREADY HAVE A TELEMATICS DEVICE INSTALLED?
OUR ANSWER	<b>GOLD</b>	<b>SILVER</b>
WHAT IS INCLUDED	 FPT Hardware and connectivity subscription  Alert and troubleshooting  Control Room Portal monitoring for your Service Reports	 Third-party provider or OEM hardware  Alert and troubleshooting  Control Room Portal for your Service Reports
DURATION	1 year 2 years 3 years 5 years	Up to 5 years (customizable)
WHAT WILL YOU GET	Complete engine monitoring Hardware and kit support for non-connected vehicles	Complete engine monitoring integrated with your current telematics system (No additional hardware needed) Improved service level without altering your connectivity configuration



**ADVANCED ENGINE TROUBLESHOOTING AND REPAIR BASED ON FPT TECHNICAL KNOW-HOW AND FIELD EXPERIENCE**

# What will you get

## FPT Control Room expertise

Collects and processes data, creating new rules and optimizing the algorithms that drive the generation of alerts.



## Dealer/OEM Control room portal

Each Dealer/OEM has an access to the Control Room Portal to check:

- Engine health status monitoring
- Engine historical data
- Customizable maintenance plans



## Alert notification and service activation

In case of issues, an automatic notification is generated 24/7 by the Control Room to promptly activate the service network, which can quickly check the status and plan the next steps of intervention with you.

## Control Room reports

The Dealer, the OEM and the final Customer will receive bi-weekly customized reports to monitor some of the most important engine parameters such as fuel consumption, urea consumption, usage profile, engine load, errors, oil and coolant system health status.

Available on MyFPT App



App Store (iOS 12+)



Google Play (Android 6+)



**REPORTS TAILORED ON YOUR MISSION**

# Customer benefits



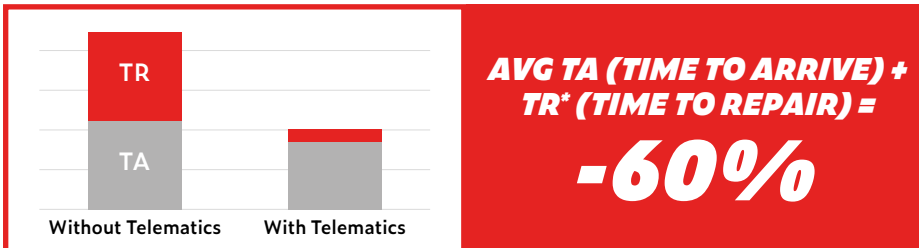
**DOWNTIME MINIMIZATION,  
ESPECIALLY FOR CRITICAL MISSIONS**



**EASY ACCESS POINT AND INFORMATION  
ABOUT THE ENGINE STATUS AND MAINTENANCE**






**QUICK LINK TO ASSISTANCE CONTACTS  
AND DETAILS**



*\*Data calculated by FPT on the annual average of dossiers opened by the Service Network.*



**TOTAL COST OF OWNERSHIP REDUCTION**

 <b>ON-ROAD</b>	Starting from homologation EU5
 <b>OFF-ROAD &amp; POWER GENERATION</b>	Starting from homologation Tier4/StageIV
 <b>MARINE (with specific kit IP67)</b>	Starting from ECU EDC7

