

**AFTERMARKET SOLUTIONS****TELEMATICS****A new definition of remote control!**

**Have you ever wished that you had more control and a better view over your remote mobile assets? Let Volvo IT be your eye in the distance as a Telematics Service Provider!**

**Telematics Service Provider**

Volvo IT is a prominent Telematics Service Provider (TSP). Telematics systems provide the ability to acquire, collect, and manage data from remote mobile assets.

Volvo IT Telematics Services provide support for a variety of Telematics applications, such as vehicle tracking, road side assistance, and remote diagnostics.

**Geographical tracking, two-way messaging, Intelligent Onboard Vehicle Systems**

Combining telecommunication technology and the power of computers, Volvo IT provides affordable, vehicle communication systems that provide geographical tracking, two-way communications between vehicle operators and back-office dispatchers, and remote interfaces to intelligent onboard vehicle systems.

**Track Your Mobile Assets at All Times**

Volvo IT provides web-based systems that enable

you to track geographic location of mobile assets, such as: Vehicles, Cargo containers or truck trailers, Heavy equipment, and Boats. Pinpoint the location of your assets within 3-10 meters of their exact location. With satellite communications, there are no roaming charges or dead zones. Utilizing competitive, redundant telecom providers, Volvo IT offers solutions that can meet cost effective operation requirements as well as robust data and dispatch operations.

**Two-way Messaging**

Telematics Services provide vehicle operators and back-office dispatchers with an easy way to communicate. Pre-defined messages are included in tools for the vehicle operator's convenience. Back-office access to the messaging tool is provided via web connection, requiring no need for additional software at the user's workstation. These solutions provide the perfect option for sending a message to the intended recipient.

**Intelligent Onboard Vehicle Systems**

With the ability to transmit remote diagnostics, Telematics solutions provide the back-office dispatcher with updates on the vehicle's performance and statistics, such as fuel economy, idle time, and engine status. This enables the dispatcher to keep

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tabs on the vehicle's performance at all times, and to be alerted of potential problems before they occur.

Telematics Solutions also enable the back-office dispatcher to perform a remote shutdown or to lock-down the cab and trailer for cargo security purposes. This is especially important in high-risk situations, where there is danger of the vehicle being stolen or of serious vehicle malfunctions.

## Emergency Notification Alerts

In the event of an emergency, telematics services can automatically send an alert to the dispatcher and a third party, such as Volvo Action Services. This means that roadside assistance can be deployed the moment there is a problem, ensuring the protection and safety of the operator, vehicle, and the cargo at all times.

## Scale the Solution to Suit Your Needs

Volvo IT offers scalable solutions for position tracking, messaging, remote diagnostics, remote shutdown, and cargo security can be selected individually or in combination to best suit the requirements of the business. Multilingual support can also be included within the service offering. Customization of the product is largely determined by the specific functionality needed for the asset or vehicle to be managed as well as the back-office process requirements.

## Cost

The cost model for Volvo IT's telematics services vary based on the business requirements. Cost can be allocated on a per unit basis, contracted on a time and material basis or on a fixed price contract.

## Requirements

- A web browser and connection to the Internet are the only requirements needed to use the telematic web application.
- An embedded telematic device is required for integration into the vehicle.

### Service Portfolio:

- Telematics Infrastructure Services
- Telematics Interface Services
- Integration Support Consultancy Services (System Services)
- Telematics Call Center Support (Volvo Action Service)
- Tracking and Dispatch Application Offerings
- Remote Diagnostics Tracking Application Offerings
- Asset Performance Managements Applications
- Asset Maintenance Management Applications

# VOLVO

**Volvo Information Technology AB**

[www.volvoit.com](http://www.volvoit.com)

The design of telematics services is a complex undertaking that requires expertise from both distributed systems and telecommunications. Volvo IT provides the expertise and experience in providing these services.