

HiQ and Scania develop an app that gives Scania customers faster assistance during unscheduled downtime

By simplifying and accelerating communication through a simple app between service technicians and Scania Assistance, customers and drivers facing unscheduled downtime are getting much faster, better help. A big win, as it shortens the vehicle's standstill time.

"It's a terrific solution and another perfect example of how we use technology to simplify and improve people's lives," says Helena Forsmark, Managing Director of HiQ Stockholm.

With regular maintenance, a Scania vehicle will offer the customer trouble-free operation and a long service life. If the unexpected happens, Scania Assistance is available 24/7/365 – a professional service that Scania offers to all its customers. Together with HiQ, Scania has now developed an app that further improves service for Scania's customers. With the app, service technicians receive an assignment with a description and any images of the incident from Scania Assistance. The app also shows the location of the truck, allowing assistance to arrive faster. At the same time, the customer gets continuous updates on the status of the vehicle in real time.

"The solution we have built together with HiQ is an important part of Scania's overall digitalisation efforts," says Robert Melin Mori, Project Manager at Scania Assistance.

The project is part of a strategic collaboration between Scania and HiQ. Thanks to this solution, Scania simplifies its customers' work while delivering a more automated process for service cases.

"Scania is a major strategic partner for HiQ, and we are very proud to work with them. Together, we create solutions that clearly improve people's lives – the vehicles become both safer and more efficient. This is a perfect example of when technology development contributes to a more sustainable world," says Lars Stugemo, President and CEO of HiQ.

"HiQ's broad expertise in digitalisation and advanced system development make them a perfect partner for us. They're easy to work with and we can move quickly from concept to finished solution, which is a critical parameter for us if we want to remain the leading player in the assistance business for heavy vehicles," says Michaela Boye, Managing Director at Scania Assistance.

The app is being developed for both iOS and Android, so service technicians can use it on their regular mobile phones. A first version of the app has just been launched. HiQ's assignment consisted of a feasibility study, service design, UX and development, including integration with Scania's existing systems.

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