



Volvo Construction Equipment

ActiveCare Direct™ and CareTrack®

WHAT'S RIGHT FOR YOU?



Volvo CareTrack is the telematics system that collects machine information, alerts the customer with alarm codes and provides an online portal for customers to dig deeper into fleet data. Volvo also offers ActiveCare Direct (ACD) — a 24/7/365 machine monitoring and monthly fleet utilization reporting service that relies on CareTrack data. But it's managed by Volvo on behalf of the customer — helping ease the burden of telematics management, while enhancing remote diagnosis and catching problems before they occur.

Each tool is valuable in its own right and can be used independently or in conjunction with each other — depending on customer preference. Here are a few of the differentiators between the two services and their benefits.

PUSH BOUNDARIES.



CARETRACK

| MACHINE MONITORING AND CASE MANAGEMENT | |
|--|---|
| Volvo Uptime Center monitors machines 24/7/365 on behalf of customers | Customer monitors machines |
| Rather than sending all raw fault codes, Volvo's proprietary case management system interprets fault codes and sends the customer a probable cause, a recommended solution and the potential consequence of not taking action | Sends all raw machine fault codes to the customer, prompting the customer to evaluate what action to take |
| Only alerts the customer when a specific action is necessary | Alerts the customer every time a machine fault code goes off — no matter how critical or noncritical |
| Every case is tracked from the time the alarm is registered to the resolution details being delivered and the case is closed | Customer is responsible for tracking details for each/alarm error code |
| ACD reports include details for each case | - |
| Dealer is automatically notified for each case | Customer must contact dealer with alarm details |
| Customer is automatically notified for each case | Customer must create notification plans in CareTrack and monitor details |
| - | Allows for setting anti-theft tracking alerts on excavators |
| - | Allows for setting geo- and time-fencing alerts to ensure machines are not working outside of intended area or hours |
| COMMUNICATION MONITORING | |
| Each machine is monitored for accurate data | Customer must monitor machine for data inaccuracies |
| Each machine is monitored for correct data delivery | Customer must monitor machine for data inaccuracies |
| Case is automatically created for any data issues | Customer must contact dealer with data inaccuracy details |
| FLEET REPORTING | |
| Volvo automatically generates monthly fleet reports and sends to the customer and/or dealer | Customer logs in to CareTrack portal to retrieve fleet data and generate reports |
| Reports provide easy-to-understand fleet summaries, including fleet utilization, individual machine statistics and instances of machine misuse — all of which allow the fleet manager to make decisions that improve productivity and reduce costs | CareTrack portal provides much of the same data as the monthly reports, but the customer is responsible for analyzing and generating the reports |
| - | CareTrack portal provides production reporting that integrates with the on-board weighing feature on articulated haulers, giving visibility into fuel usage versus tons of material moved |
| - | CareTrack data can be used with an API for integration with mixed fleet software |
| - | CareTrack portal allows customer to track machine location in real time and view all machines on a single map |
| PRICING | |
| Select new machines: 1 year free | Select new machines: 4 years free |
| ACD monitoring and reporting: Contact your local dealer | Contact your local dealer |
| ACD monitoring only: Contact your local dealer | - |

TAKEAWAY:
ACD helps cut through the noise — taking the burden of diagnosis off the customer and providing specific, near-real-time recommendations on what action to take when fault codes go off and keeps the dealer informed every step of the way.

TAKEAWAY:
CareTrack relies on customer diagnosis, but offers a few additional data points within its portal versus ACD.

TAKEAWAY:
ACD monthly reports automatically summarize the fleet's performance for easy-to-understand takeaways.

TAKEAWAY:
The CareTrack portal is still a valuable asset to use, even if the customer is using ActiveCare Direct, as the portal allows real-time access to a few additional data points.

