



## **Fully networked: New digital services for MAN Trucks**

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**The new MAN Truck Generation set new standards in digital networking with its market launch last year. To ensure that this remains the case in the years to come, MAN has not wasted any time in furnishing its MAN DigitalServices with attractive updates: With MAN Now, more and more software can be transmitted to the vehicle “over the air”. MAN Perform, MAN ServiceCare and the MAN Driver App will offer greater functionality from the second half of 2021. And other new digital features will arrive before long. All of these digital upgrades will optimise the fleet control system and make vehicle operation even more economical.**

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- **Numerous vehicle functions such as MAN EfficientCruise or MAN TimeControl can be activated online from January 2022 onwards**
- **Pro-active maintenance management: MAN ServiceCare prevents breakdowns before they happen**
- **MAN Driver App will offer more functions from the second half of 2021**

We cannot do without it these days: Digitalisation is becoming more and more of a game changer across all logistical processes in the transportation industry. The new MAN Truck Generation is taking connectivity and digitalisation to a level that was previously unheard of. This is made possible by the innovative central electrical and electronic architecture, which is characterised by its modularity, scalability and expandability, as well as its openness. With this architecture, digital services and applications, automation and driver assistance technologies, not to mention alternative drives, can be integrated in an equally straightforward and application-oriented manner.

The new MAN Truck Generation stands for driver orientation, efficiency, increased vehicle availability and MAN as a strong partner. For each of these topics, MAN has developed digital services that enhance the truck's potential

MAN Truck & Bus is one of Europe's leading commercial vehicle manufacturers and transport solution providers, with an annual revenue of more than 9,5 billion euros (2020). The company's product portfolio includes vans, trucks, buses/coaches and diesel and gas engines along with services related to passenger and cargo transport. MAN Truck & Bus is a company of TRATON SE and employs more than 37,000 people worldwide.



and make customers' everyday lives easier – true to MAN's motto of “Simplifying Business”. However, digitalisation calls for more than simply the ability to think on a whole new dimensional plane. There is also a necessity for products that are consistently and continuously aligned with changing needs in the transportation industry.. Consequently, MAN is also gradually going a step further with its digital services in all areas with additional functions on the RIO platform and new features.

### **Additional software functions with MAN Now**

It is not only the optional fully digital instrumentation in the cockpit of the new MAN Truck Generation with its high-resolution 12.3-inch colour display that is geared to the needs of drivers. An interface to RIO, the multi-vendor platform for digital services, is also pre-installed. Upgrades for vehicle functionalities are available via MAN Now thanks to the new "over-the-air" technology in a comfortable manner and without a stopover in a MAN workshop.. Straightforward online activation of the features saves time and improves the flexibility of vehicle configuration due to the availability of subsequent adaptation options. For all vehicles of the new truck generation, current map material can be loaded into the vehicle at the push of a button via MAN MapUpdate. Easy to book on the go is also MAN OnlineTraffic, which integrates live traffic data into the route guidance and thus navigates the truck on the optimal way to its destination.

From January 2022 onwards, more software functions can be transmitted via MAN Now than ever before: In this way, MAN TipMatic driving programs such as "EfficiencyPlus" or "Tanker" can also be installed over-the-air afterwards. Also new to MAN Now are features such as MAN Idle Shutdown, MAN EfficientCruise, MAN EfficientRoll and MAN TimeControl. In addition, the portfolio of over-the-air features is constantly being expanded.

### **Additional features for MAN Perform**

Many of the digital applications supported by the new MAN truck facilitate efficient driving. MAN Perform, the operational analysis tool, evaluates all relevant vehicle data in this regard, thus providing a meaningful basis for assessing individual driving performance, which in turn can be used for running suitable training programs. One of these is MAN Connected CoDriver Training, which sees an MAN ProfiDrive trainer, who is connected via a hands-free system, go “on tour” with the driver, coaching them in real time on the basis of data provided by MAN Perform.



From the autumn onwards, MAN Perform will provide automated fleet and driver reports, making it even easier to increase efficiency. The fleet managers receive an email notification at regular intervals when fleet or driver reports are available. While fleet reports focus on the performance values of a vehicle or a fleet compared to the previous week or month, the driver report compares the values pertaining to a driver or all drivers to a previous period.

As of January 2022, the MAN Perform algorithm will be even more meticulous. From that point onwards, additional parameters will be included in the operational analysis: the use of assistance systems and the ambient temperature. As of then, fleet managers will also be able to configure the criteria for analysing performance data by themselves. These criteria will be used as the basis for calculating an evaluation score.

### **Next expansion stage for MAN ServiceCare**

If you want maximum vehicle availability and minimum downtime, you have to act with foresight. With MAN ServiceCare, transportation companies can achieve just that. The MAN service center actively informs about upcoming maintenance requirements and can intelligently bundle the workshop appointments. MAN customers themselves can easily get an overview of upcoming appointments, possibly waiting components and damage reports in MAN ServiceCare.

From the end of 2021, networked breakdown management will support MAN service centers at an earlier stage in viewing all relevant data on a vehicle over-the-air. The service staff can thus optimally prepare for a quick repair even before the vehicle comes to the workshop. In addition, the next intelligent stage of MAN ServiceCare is starting in several pilot markets: the Service Center contacts customers in their local language and makes a recommendation for action as soon as a fault occurs on the vehicle. Predictable breakdowns as well as follow-up costs can thus be avoided in an intelligent way.

### **Updates for the MAN Driver App**

The free MAN Driver App, which relieves drivers of some of the burden of dealing with complex everyday operations on account of its smart functions, also contributes to efficiency: Departure checks, damage reports, an MAN Dealership Search and brief instructions, assistance in the event of a breakdown and driving/rest times (with MAN Timed) can be organised conveniently with this app, thus saving time. Recently, recommendations for a more

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economical driving style have also been added to the app's portfolio. It is available for both iOS and Android devices.

Eight further language versions of the MAN Driver app are already available, and the remote control function for the multimedia system included in the app is now also available for use with iOS devices. Customers who have booked MAN Perform will also receive explanations of the ratings as part of the individual driving style analysis via the MAN Driver App from this point onwards.

Man is also constantly developing the other digital services within the MAN DigitalServices portfolio as a strong, personal and competent partner – for example, from October 2021, compliant, the service for reading tachograph data by remote query, managing various company cards in a customer account and assigning them to selected vehicles. MAN makes a point of developing all of these MAN DigitalServices in-house so that the products, which are perfectly tailored to the technology of MAN vehicles, generate optimum added value.

Digitalisation is simply indispensable – one look at the wealth of digital services and features in MAN trucks and the enormous contribution they make to driver orientation, cost-efficiency and vehicle availability proves this. At the same time, MAN has once again underlined its guiding principle through innovation in action: Simplifying Business.