



MAN DigitalServices: smart digital solutions for greater efficiency and sustainability in the bus business

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MAN DigitalServices make it possible to streamline processes, optimise overall fleet efficiency, reduce operating costs and increase sustainability. True to the brand mission statement “Simplifying Business”, the goal of MAN Truck & Bus is to make the life of customers easier. The digital service portfolio is being continuously extended to achieve this. MAN is showing how its solutions will benefit bus customers. An overview.

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- **MAN is continuously extending the DigitalServices portfolio.**
- **MAN eManager makes charging and battery management easier and more efficient.**
- **MAN ServiceCare increases vehicle uptime and reduces workshop visits.**
- **Perform reduces the total fleet operating costs and increases safety and comfort.**
- **MAN Driver App provides optimum support for bus drivers in everyday operation.**
- **You are invited to test MAN DigitalServices free of charge for three months.**
- **Cooperation with CO₂OPT GmbH – digital tyre management to reduce operating costs**

Digitalisation means efficiency and thus also sustainability. Intelligent digital services simplify processes and therefore also make them more economically efficient. “This is an important factor in the areas of transport and mobility in particular. True to our brand mission statement of “Simplifying Business”, it is very important to us that MAN DigitalServices solutions make our buses even safer, more economical, more ecological and at the same

MAN Truck & Bus is one of Europe's leading commercial vehicle manufacturers and transport solution providers, with an annual revenue of about 14,8 billion euros (2023). 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 GROUP and employs approx. 33,000 people worldwide.



time capable of cross-system integration,” says Heinz Kiess, Head of Product Marketing Bus at MAN Truck & Bus. MAN is continuously extending the portfolio of its DigitalServices so that its products always remain state-of-the-art – and in order to offer customers new services on an ongoing basis.

The goal of the services is to provide companies with the best possible support in optimising business processes, reducing costs of fuel and administration, and scheduling and managing service work. They also assist in time management and continuous driver coaching. Customers are therefore offered a comprehensive range of telematics and fleet management services as well as digital solutions in the areas of eMobility and Charging & Battery. When expanding its digital portfolio, the main focus of MAN is adapting the existing range of services to better meet the needs of electric mobility.

**MAN eManager:
for easier and more efficient battery management**

With the MAN eManager, customers already benefit from an e-mobility concept with tailor-made future-oriented mobility solutions. MAN has restructured its services based on the eManager so that fleet managers can optimally manage their electric buses. The battery, interior temperature and many other vehicle parameters can be controlled conveniently from a desk using the RIO platform – the cloud-based platform from TRATON.

MAN offers two options so that customers can choose the tool that offers exactly the functions that are relevant for them: the free MAN eManager S with basic functionalities and the MAN eManager M with an extended set of product functionalities. These allow exact vehicle and battery monitoring, charging with timer function and climate pre-conditioning of the MAN Lion's City E electric bus. This makes charging management more transparent, simpler, and more efficient and guarantees especially high vehicle uptimes. “The MAN eManager also ensures that the charge status of the batteries always matches the timetable, increases the vehicle range and protects the batteries,” says Kiess.



MAN ServiceCare:

increase vehicle uptime and reduce workshop visits

MAN ServiceCare is ideal for customers who attach importance to digital maintenance and repair management. Service work is linked here to MAN Mobile24 and the MAN Driver App. MAN ServiceCare provides transparency about due and upcoming maintenance work and thus permits proactive maintenance management and intelligent bundling of workshop appointments. This allows customers to reduce workshop visits and always have an overview of the maintenance status of their fleet. Depending on requirements, it is possible to choose between the MAN ServiceCare S and MAN ServiceCare M packages. The service already offers improved vehicle uptime in the free S basic package thanks to the optimised maintenance condition of the vehicles and bundling of future workshop appointments. Transferring the administrative planning to the MAN service outlet saves time for customers. And if a breakdown should occur, MAN Mobile24 and the nearest MAN service outlet can provide customers with even more targeted support. This is made possible by remote vehicle diagnosis. With the M package, customers have an overview themselves of the condition of individual components. The extended system access permits detailed and individual monitoring of the vehicles and components. Based on this, fleet managers can decide which maintenance or repair work they want to carry out themselves and which tasks they want to have performed by MAN. The possibility of integrating vehicles of other manufacturers additionally increases flexibility. MAN ServiceCare is being continuously developed further and it is planned to generate even more information for preventive maintenance in future. This will reduce unplanned downtimes even more to ensure maximum vehicle availability.

Perform: sustainably increase fleet performance and efficiency

Customers are offered the Perform service for economically efficient driving. This evaluates all vehicle data with respect to the driving style of drivers over a certain period and makes it possible to produce meaningful analyses and comparative driver assessments. Economically inefficient driving styles can then be identified and driver performance increased in a targeted manner. In this way, customers can optimise the performance of their fleet and sustainably increase the efficiency and profitability of their vehicles by reducing fuel costs, CO₂ emissions and total operating costs (TCO).



Geo: optimise route planning and store trip histories

The Geo service is offered for vehicle tracking and is a comprehensive digital compass for the vehicle fleet. The data of the last 25 months is stored by means of the trip history, thus allowing perfect routes to be created for customer orders and potential for performance optimisation to be identified. The service provides reliable and efficient route planning with comprehensive map material. Points of Interest and geofences can be created individually. In addition, the "Position sharing" function allows the position data of vehicles and vehicle groups to be easily shared with customers by means of a link. Customers always have an overview of all status information of their vehicles with the free Pocket Fleet app.

Exceptions: notification in the case of business-critical events

Exceptions is a free feature that is available to all customers on the RIO platform. Among other things, company owners or fleet managers can use the service to receive notifications for exceptional events. Such events are based on individual user-defined rules and can occur, for example, if one of the vehicle exceeds a certain speed for an extended period, stands for too long with running engine or enters a zone from which buses are banned. The prerequisite for use of Exceptions is that the corresponding service that serves as the data basis is also booked.

Compliant and Timed: predictive management of driving and rest times

The Compliant and Time services belong to the category of tachograph and time management and make the data of driver cards and tachographs available everywhere at all times. For example, Timed provides driver activities (e.g. driving and rest times) in real time. The feature also assists in predictive management of driving and rest times as well as break, standby and working times – an important prerequisite for efficient trip and order planning to avoid driving time violations. The Compliant service stores the information and thus supports company owners in their legal obligation to regularly read out and archive tachograph and driver card data.

MAN Driver App: make everyday work easier and ensure connectivity

The MAN Driver App is perfectly matched to the everyday work of drivers. It can be downloaded free of charge from the Google Play Store or Apple



App Store. The app offers bus drivers the following features: guided digital departure check including damage report in the event of a breakdown, overview of driving and rest times (if Timed was booked), MAN Mobile24 breakdown call, MAN Dealership Search and tutorial videos with MAN experts. The MAN Driver App offers a wide range of functions to assist bus drivers with their daily tasks and provides reliable support in the event of a breakdown. It also connects the driver, fleet manager and workshop. As other MAN DigitalServices such as Perform can also be integrated, the app makes it possible to increase efficiency and profitability.

Data Provision: provision of relevant vehicle data

With the MAN DataPackages service, MAN Truck & Bus offers provision of vehicle data and thus allows efficient and effective use of data. The goal is to provide large fleet customers (that likely have mixed fleets) with data that has a high useful value in order to support them in the best possible way during their daily work. "We encourage and support data transparency within the entire industry because this is an important prerequisite for innovations, synergies and good partnerships," says Bianca Pazitor, Portfolio Manager Digital Services Bus at MAN Truck & Bus. The Data Package S is currently available, with the TiGR protocol to follow in the second half of 2024. Among other things, customers benefit from the fact that no driver management system interface and no third-party box are required. "This also makes the service extremely sustainable because resource consumption is reduced," adds Bianca Pazitor. It is also planned that MAN will make even more data available in future.

Free trial: test digital services for three months free of charge

Customers who would like to test the MAN DigitalServices can do this extensively free of charge for a period of three months. The test offer can be used once for each new and existing customer if no paid services have previously been booked, and it is valid for all vehicles in the customer fleet during the test period. The free test period ends automatically and does not have to be cancelled.



**MAN cooperation with CO₂OPT:
digital tyre management significantly reduces operating costs**

CO₂OPT offers a data-based platform that determines the optimum tyres for the individual vehicle deployment profiles and thus sustainably increases fleet efficiency. "The right tyre strategy makes it possible to reduce fuel costs and CO₂ emissions by up to 10 per cent – a considerable saving in view of the average mileages of a transport company. In order to allow our customers to benefit from this savings potential, we decided to enter into a cooperation with CO₂OPT GmbH," says Heinz Kiess. By using optimised digital tyre management, the goal is to significantly reduce the operating costs of transport companies, extend the tyre life cycle and contribute to climate protection through the associated CO₂ emission savings. Numerous processes relating to tyre management can be digitalised with artificial intelligence and innovative software. "The partnership between MAN and CO₂OPT represents a comprehensive optimisation in the area of tyre management, which covers everything from initial equipment through to spare parts business. The solution shows its benefits not just for conventional vehicles but also for vehicles with alternative drives," says Benjamin Bartsch, COO & Co-Founder, CO₂OPT GmbH.

Simple use of MAN DigitalServices

MAN DigitalServices allow economically efficient and effective fleet management for MAN customers. Customers must register on the RIO platform in order to use the services. Detailed information on the MAN DigitalServices is available at www.man.eu/marketplace