

# Maintaining Uptime

## *New Efficiencies Get You Back On the Road Faster*

Trucking isn't what it used to be 20, 15 or even 10 years ago. With lower margins, increased competition and enhanced connectivity, the world moves faster, which means tighter deadlines and increased demands for owner-operators and fleets. With that comes a renewed focus on uptime.

### **The Cost of Downtime is Significant**

Thousands of dollars are at risk every hour a truck is out of commission. Service events are unexpected, but delays in repairs shouldn't have to be. The trucking industry today is paralyzed by unnecessary inefficiencies in service and repairs such as paperwork, parts delays, technician shortages and overloads in maintenance bays. In an industry where time is money, these unnecessary delays are unacceptable. For the trucking industry to evolve and remain profitable, dealerships and repair shops must evolve as well.

Daimler Truck North America's (DTNA) service network, which includes Freightliner, Western Star and Thomas Built Buses dealerships and Detroit™ distributorships have made a commitment to put quality first and provide best-in-class efficiency, quality work and customer service. To that end, they have invested millions of dollars in the dealer and distributor network and in technology to create an evolution in service that improves uptime and enhances a customer's experience.

### **Reliance on Technology**

Maintaining uptime no longer is a guessing game or a process reliant on staff and parts constraints. Dealerships and repair shops now are harnessing technology to manage staff availability and parts inventory instead of letting the process manage them. And in the maintenance bays, new technologies such as telematics and computer-based diagnostic software provide a whole new layer of visibility and insight into the operation and efficiency of engines and components.

In the past, technology has allowed technicians to more efficiently diagnose maintenance issues, but now new technology is providing unprecedented insights into how trucks are being driven and common fault codes, leading to more efficient repairs and enhanced parts availability.

In the more than 200 DTNA Elite Support-certified locations across the country, uptime has become not only a priority but a way of doing business. These service locations are setting the bar for maintaining uptime in the industry. When a truck arrives for service, most issues are diagnosed within two hours, and major repairs made within 72 hours are becoming more and more common.

Best-in-class service solutions are combined with state-of-the-art technology and software at these DTNA service locations so paperwork is streamlined, processes are efficient, parts are on hand, and technicians are all charted and mapped to avoid unnecessary delays.

New technologies and software like DTNA's now allow technicians to connect the service history of a truck to its current repair status, overlay parts needs and provide up-to-date tracking on the repair process. The result is a streamlined, more efficient repair process that wasn't possible in the past. And the results are tangible. DTNA's service locations are seeing improvements in turnaround time monthly. In fact, they are seeing a six percent increase in a majority of repairs made within 72 hours. This has resulted in a decrease of 25 percent in waiting times for bay availability as the network continues to leverage this tool.

## **Unprecedented Parts Availability**

After a truck is assessed, parts must be in-hand for repairs to be made. Supply chain enhancements like DTNA's new parts distribution centers tools get parts in the hands of technicians faster.

To date, DTNA has eight parts distribution centers (PDC) across the country, each of which distributes approximately \$1 million in aftermarket parts a day. In total, one PDC will house more than \$20 million in inventory, which includes stock and mission-critical parts for Freightliner, Western Star, Detroit™ engines, Thomas Built Buses, Freightliner Custom Chassis and the all-makes brand Alliance Truck Parts.

But PDCs are only part of the story. Through a myriad of behind-the-scenes support tools such as DTNA's inventory management systems, dedicated delivery processes and e-commerce tools, dealers, distributorships and repair shops can improve uptime by simplifying and expediting the parts ordering process.

DTNA's new e-commerce tools, which provide access to more than 100,000 SKUs, show real-time availability and pricing of parts in local authorized DTNA retail outlets and Daimler inventory at parts distribution centers nationwide. If a part is in stock, in most instances it will arrive within 24 hours. Often the necessary parts will be waiting at a repair shop before business hours the following day.

## **A New Way of Doing Business**

With enhanced maintenance bay efficiency and stock parts available on a day's notice, downtime is dramatically decreasing in the industry. It's no longer acceptable for trucks to sit in maintenance bays for days on end, waiting for parts, let alone for diagnosis. New technology and significant investments in the service network and parts distribution supply chain have revolutionized the industry. And, with OEMs like DTNA leading the charge, the risk of long downtime periods will become less and less of an obstacle in the future.