

PTV helps Scania Assistance keep its promise to customers

Roadside assistance, as quickly as possible, throughout the whole of Europe

Via Scania Assistance, a driver experiencing problems can always get assistance – from repairs on the spot, towing service, jump-starting service, replacement vehicle, hotel accommodations and emergency services to payment procedures - anywhere in Europe.

Around 400,000 Scania vehicles are in service in Europe. Scania has 16 assistance centres worldwide, 10 of which are in Europe. The assistance staff responds to and processes incoming calls. Scania Assistance has chosen the PTV product map&guide call center for their European assistance centres to be able to help drivers in distress.

Customer: Scania Assistance

Challenge: Geographic call center software for 10 assistance centres in Europe.

Solution: PTV CallCenter Solutions (map&guide call center).

Time is money

When a commercial vehicle comes to a standstill a considerable amount of money is at stake. Scania estimates that every hour lost costs more than €100.

Jan Björklund, Manager of Scania Assistance, says: “It is of vital importance that the call center system enables the assistance staff to locate the driver and search for the right breakdown service in the shortest time possible. Moreover, the assistance staff needs to provide the fastest route and highly accurate driving directions for the service van. This is why we chose map&guide call center.”

Searching the next, but also the right workshop

In case of a breakdown, the driver calls the assistance centre in his home country to get help. By using map&guide call center, and based on information from the driver, the local assistance centre can immediately locate the vehicle. Then a search for the right breakdown service provider is carried out. map&guide call center allows the agents to search for the nearest garage, based on direct distance or on road distance. Agents can also include

other search filters to quickly find the appropriate breakdown service provider, like driving time, allocated area or priority. With map&guide call center, the agent can then calculate the route and provide the service provider with accurate driving directions.

Integrated system

In 2000, Scania Assistance decided to standardise its support systems in Europe, and therefore was in need of a software solution that would meet the requirements of the entire European organisation.

Scania found what it was looking for in map&guide call center: a system covering the entirety of Europe, including high quality maps, sophisticated yet user-friendly searching and routing tools and, last but not least, a cost-effective concept ready to install.



map&guide call center is operating round the clock at the assistance centers, encompassing about 120 users. Scania has also integrated existing workshop information provided by a parallel case handling application with map&guide.

Jan Björklund says: “map&guide call center has contributed to the vast improvements that we see in faster service and shorter standstill periods. The system also helps us to keep our promise to the customer – to provide the best and promptest service possible.”