



SERVICE COMMUNICATION AND FLEET MANAGEMENT

DESIGNED WITH UPTIME IN ITS DNA



OUR MISSION



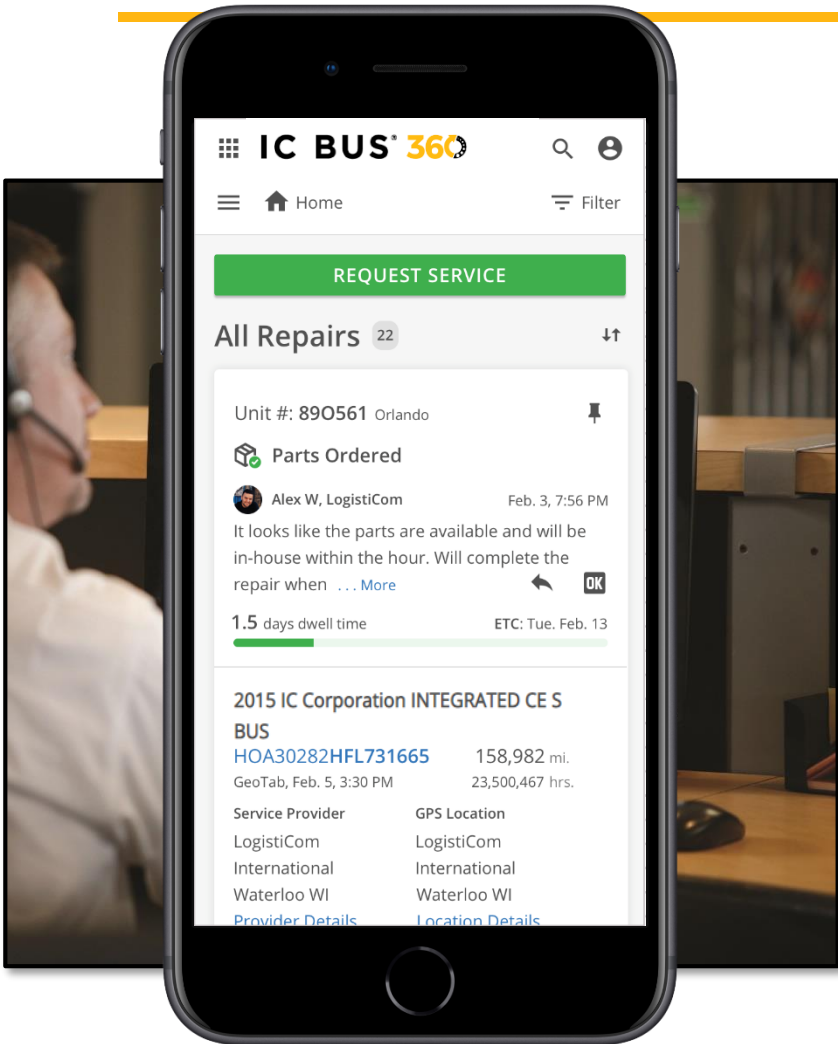
Use data to create a more connected network between fleets, dealers, and International Trucks that enables a best-in-class ownership experience



International 360 Goals:

- Reduced repair duration (greater UPTIME)
- Reduced overall cost of service (and TCO)
- Improved communication and transparency throughout the service and repair process

A HISTORY OF SERVICE INNOVATION



Service Information
1998

Fleet Charge
2003

Repair Management
2009

OnCommand Connection
2014



Parts Information
2001

Repair Advocate
2008

Service Partner
2010

Repair Link
2019

OUR FOCUS IS EASE OF USE



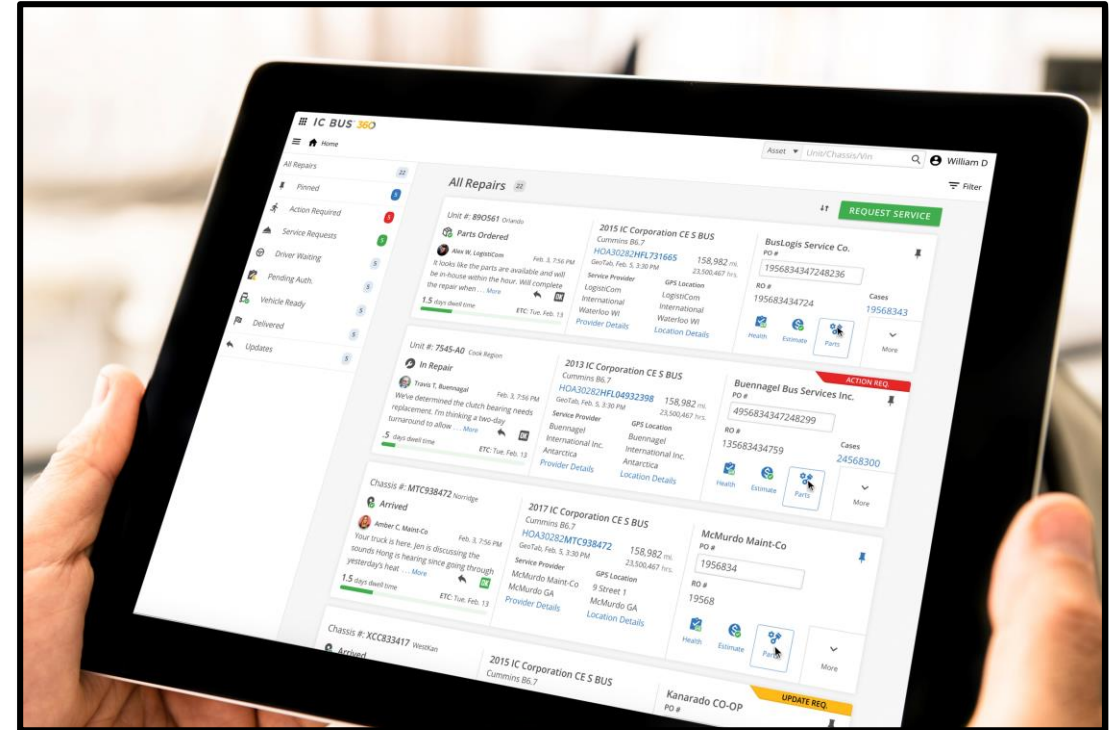
Design Approach:

Consolidate multiple IC Bus aftermarket solutions into:

- **one portal**
- **with one login ID**
- **and one seamless workflow**

Open to track assets for all makes / models

Offer an API so customers can integrate data into their existing fleet maintenance and management solutions



A CUSTOMER-CENTRIC SOLUTION

	EXPERIENCE TODAY	INTERNATIONAL 360
User Credentials	Up to 4 user ID's and passwords	ONE User ID, ONE password
Applications	Mostly desktop only	Desktop, tablet, phone
Browser Compatibility	Internet Explorer only	Any – IE, Chrome, Firefox – etc.
Languages	English only	English, French & Spanish
Service Communications	International only	ALL Makes – Including Trailers
Vehicle Master Asset File	5 disparate VIN files to keep updated	ONE VIN master to keep updated
Repair History	Warranty only	ALL Repairs**

** Repair history requires that work was done at an integrated IC Bus or affiliated service center

KEY FEATURES



- Faster approvals and updates through streamlined 3-way communications (fleet, dealer, IC Bus)
- Dealer parts inventory integration helping fleets find the right needed parts faster
- Remote vehicle diagnostics powered by OnCommand Connection, integrated with 24+ telematics providers
- Simple “request service” feature to initiate repairs
- Supports all-makes fleet assets with NO per-VIN surcharges

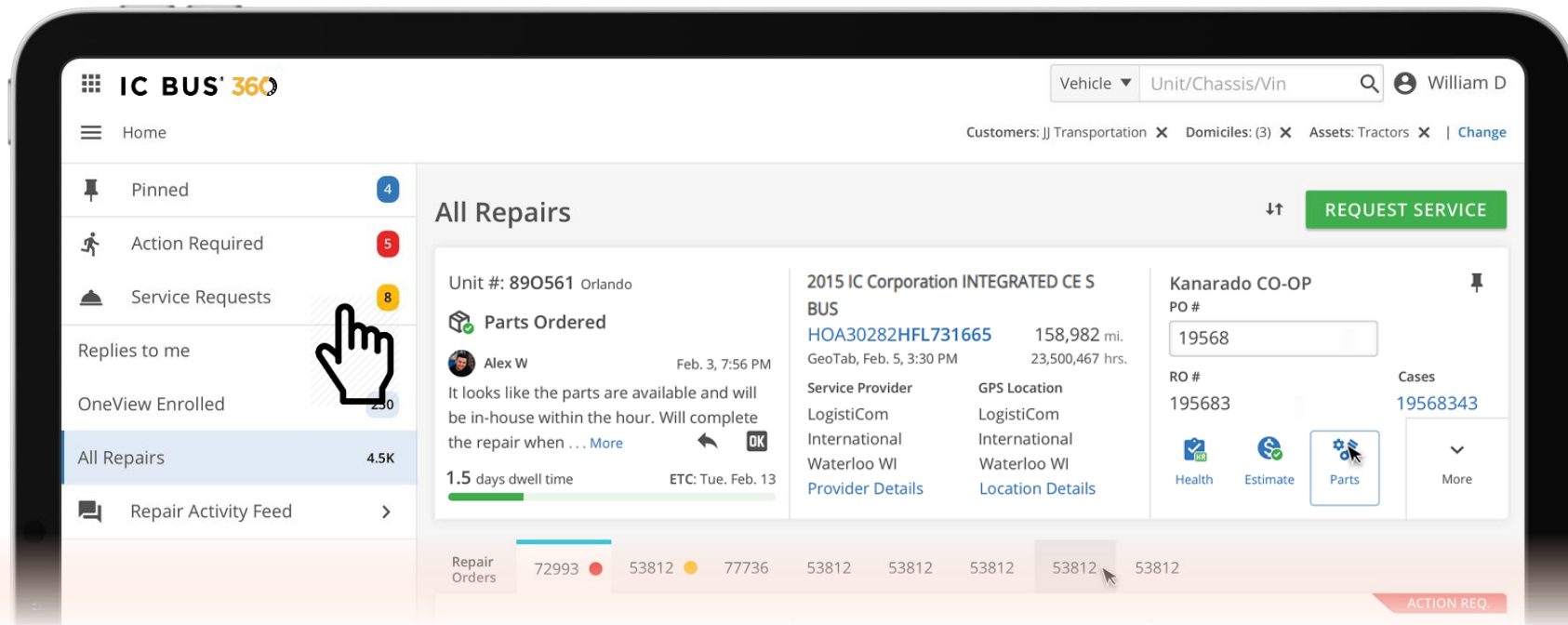
<p>Unit #: 890561 Orlando</p> <p> Parts Ordered</p> <p> Alex W Feb. 3, 7:56 PM</p> <p>It looks like the parts are available and will be in-house within the hour. Will complete the repair when . . . More </p> <p>1.5 days dwell time ETC: Tue. Feb. 13</p> <div style="width: 100px; height: 10px; background: linear-gradient(to right, green, lightgreen);"></div>	<p>2015 IC Corporation INTEGRATED CE S BUS</p> <p>HOA30282HFL731665 158,982 mi.</p> <p>GeoTab, Feb. 5, 3:30 PM 23,500,467 hrs.</p> <table><tr><td>Service Provider</td><td>GPS Location</td></tr><tr><td>LogistiCom</td><td>LogistiCom</td></tr><tr><td>International</td><td>International</td></tr><tr><td>Waterloo WI</td><td>Waterloo WI</td></tr><tr><td>Provider Details</td><td>Location Details</td></tr></table>	Service Provider	GPS Location	LogistiCom	LogistiCom	International	International	Waterloo WI	Waterloo WI	Provider Details	Location Details	<p>Kanarado CO-OP </p> <p>PO #</p> <input type="text" value="19568"/> <p>RO #</p> <p>195683</p> <p> Health Estimate Parts</p> <p>Cases</p> <p>19568343</p> <div style="border: 1px solid gray; padding: 5px; text-align: center;"> More</div>
Service Provider	GPS Location											
LogistiCom	LogistiCom											
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Sample Repair Order Card from IC Bus 360 Portal

TRANSPARENT COMMUNICATION

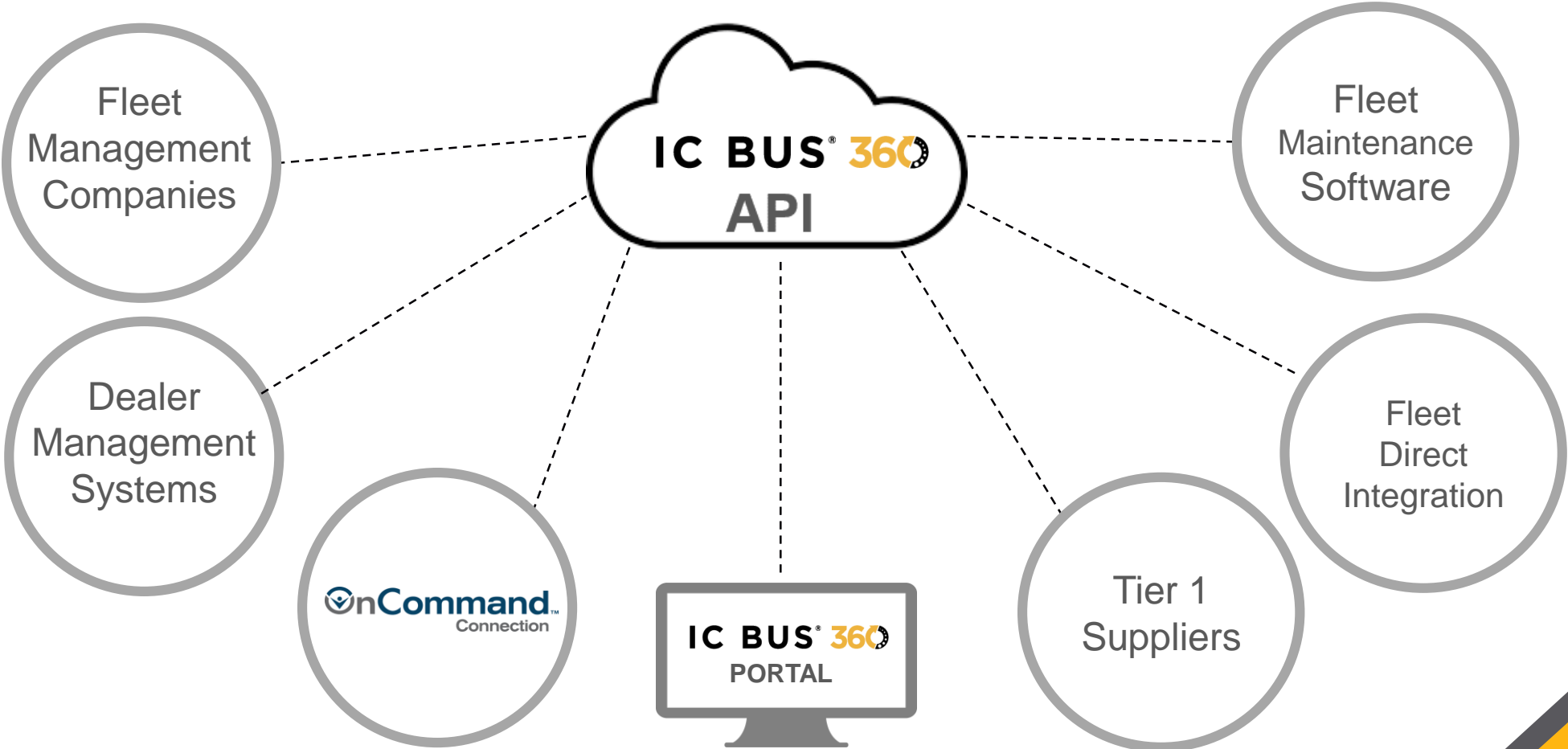


- Repair status updated by dealer every 24 hours
- Complete documented service history of asset
- Online estimate reviews and approvals
- Dashboard reminders keep you informed on required action to keep repair process moving
- Status updates sent directly to portal, email, or via API to your business system

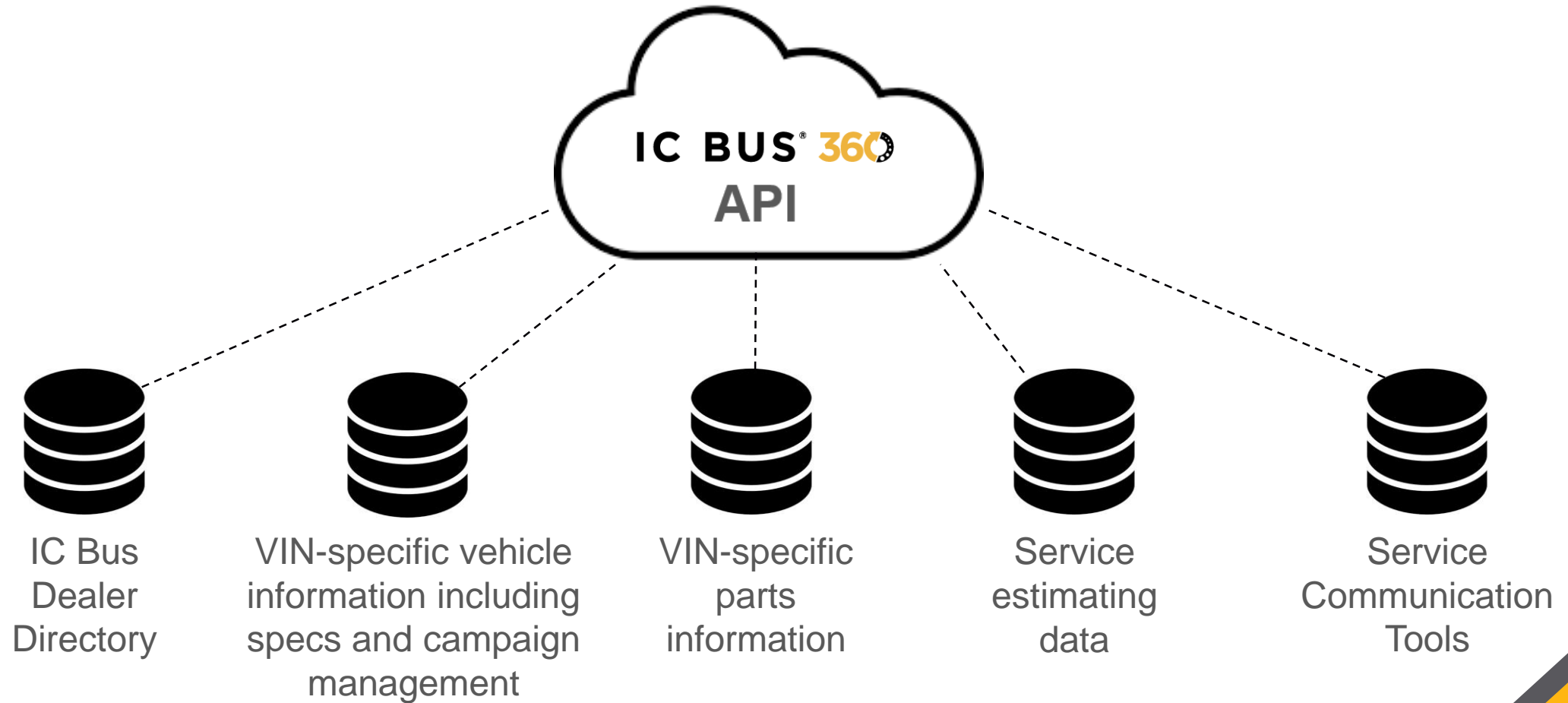


INTEGRATE DATA WITH YOUR SYSTEMS

Our SDK and API's provide the data customers need to their existing business solutions



INITIAL DATA FEEDS



COMING SOON: MANAGING FLEET MAINTENANCE



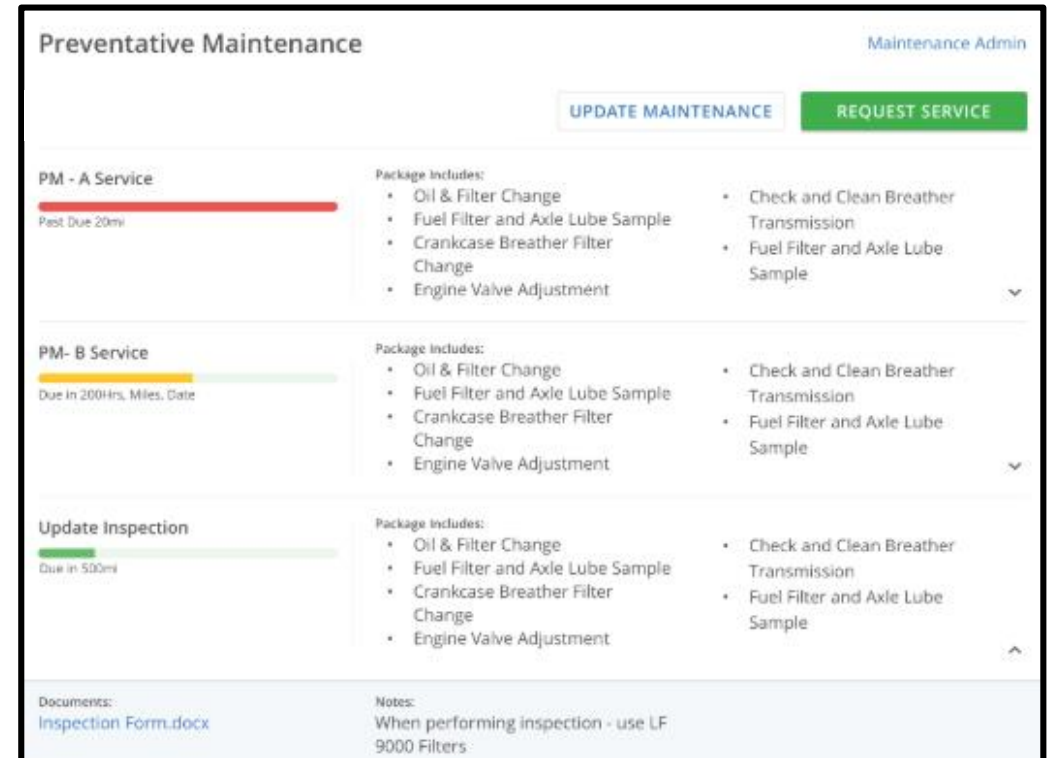
For larger fleets & those using FMS solutions today:

An API solution that allows for direct integration with their fleet maintenance software

For smaller fleets that need help managing preventative maintenance scheduling:

A “PM Tracking” solution to help customers better manage preventative maintenance:

- Upload and track OEM-recommended PM intervals based on VIN (or create their own schedules)
- Track when vehicles are due for PM based on miles / engine hours when they are equipped with telematics
- Indications of past due and due soon
- Document past maintenance events



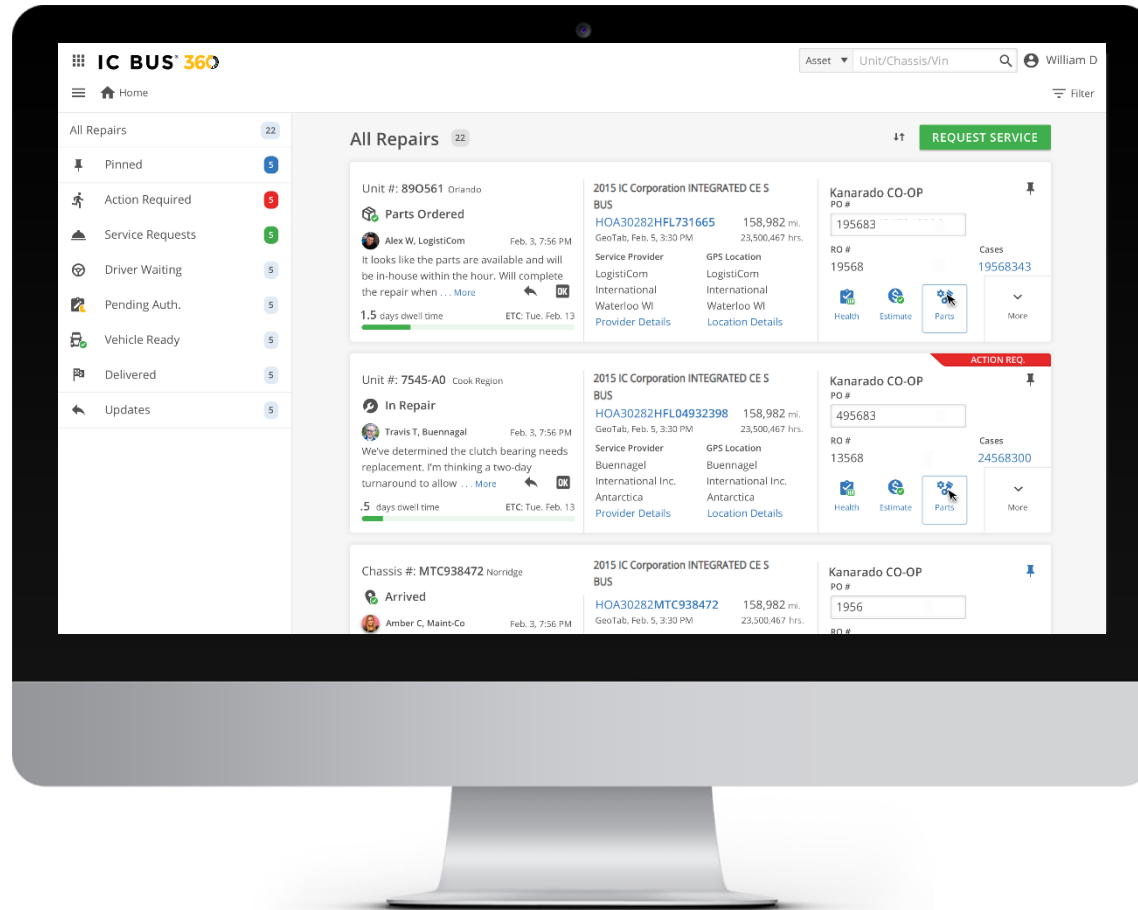
* PM Tracking coming in 2020; pricing TBD



PORTAL SCREEN IMAGES



PORTAL: HOME PAGE VIEW



Repair Order View:

- Filter by Domicile
- Virtual Triage
- Estimates Pending
- Repair Status & Volume
- Telematics Activity
- Fleet Health “Remote Diagnostics”

REPAIR ORDER (CARD) VIEW



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Dealers to update each open repair at least every 24 hours

INTEGRATED TELEMATICS



Alerts | Jobs | Asset | **Health** | History | Service

Vehicle Health

292.50° WNW @ 50 Mph 33.8535° S, 151.1540° E. 1960 Chelsea Ave, Kansas C
Last known location: 4/19/2019 4:05 AM

Faults

Active Faults

	SPN639-FM12 6 ct	Water in Fuel Indicator 1: Data Valid B
	SPN639-FM12 8 ct	Water in Fuel Indicator 1: Data Valid But Above Normal Operating
	SPN639-FM12 9 ct	Water in Fuel Indicator 1: Data Valid But Above Normal Operating

AMERITRAK THE CLEAR CHOICE	bsm	CARRIERWEB®
CORETEX	CyntrX™	DRIVERTECH® DRIVING ONBOARD INTELLIGENCE
FleetUp	GEOTAB management by measurement	GPS INSIGHT
ISAAC INSTRUMENTS	omnitracs	OnCommand® Connection
pedigree TECHNOLOGIES	PEOPLENET A TRIMBLE COMPANY	RAND McNALLY
roadnet technologies	SKYHAWK TELEMATICS TURN DATA INTO DECISIONS	synovia solutions
teletrac	Traffilog	Trimble
vnomics	XRS	ZONAR®


*Powered by OnCommand
Connection*

- 24 Integrated TSPs
- Odometer
- Engine Hours
- GPS Location
- Fault Codes
- Probable Parts Needed
- Part Availability by Dealership

ASSET DETAILS VIEW



Alerts 8 Repairs Asset Connection History Service Info Parts Campaigns Maintenance



Components Domicile: Atlanta South

VIN	3H5DZTZR3KN639212	In Service Date	Feb 12, 2014	Spare Field	<input type="text"/>
Unit #	F60093	Asset Type	Tractor	Spare Field	<input type="text"/>
Plate	EXP NOV. 2018 <input type="checkbox"/> AZ - H27749	Front Tires	Goodyear 11R22.5	Spare Field	<input type="text"/>
Engine Serial #	928893372	Rear Tires	Goodyear 11R22.5	Spare Field	<input type="text"/>
Engine	INTL A26 DSMT 450HP/1800 GOV A26A	Fuel Type	Diesel	Spare Field	<input type="text"/>

Maintenance

Inspection Expires: July 2019 Maint. Table: ProStar with A26 [More Details](#)

Documents

Uploaded documents to this vehicle are visible to all users and should not contain confidential information.*

Name	Uploaded by	Uploaded
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- Photos from Service Visit
- Record Tire Sizes
- Registrations Expiry
- Inspection Expiry
- Spare Fields

COMING SOON

QUESTIONS

