

INTERNATIONAL® 360



SERVICE COMMUNICATION
AND FLEET MANAGEMENT



a **REVOLUTION**
in Fleet Management

INTERNATIONAL® 360

INTERNATIONAL® 360 IS A GROUND-BREAKING SERVICE COMMUNICATION AND FLEET MANAGEMENT PLATFORM THAT ACCELERATES THE REPAIR PROCESS, STREAMLINES COMMUNICATION, IS EASY TO USE, AND DRIVES GREATER UPTIME.

CONQUERING FLEET MANAGEMENT PRIORITIES

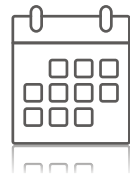
Introducing International® 360, an all-new service communication and fleet management solution that helps overcome the complexities of managing a commercial fleet while lowering Total Cost of Ownership.



- ▶ **Maximizing Uptime.** Between repair costs and lost productivity, a day of downtime can cost over \$1,000. International 360 can help minimize that downtime and boost fleet profitability.



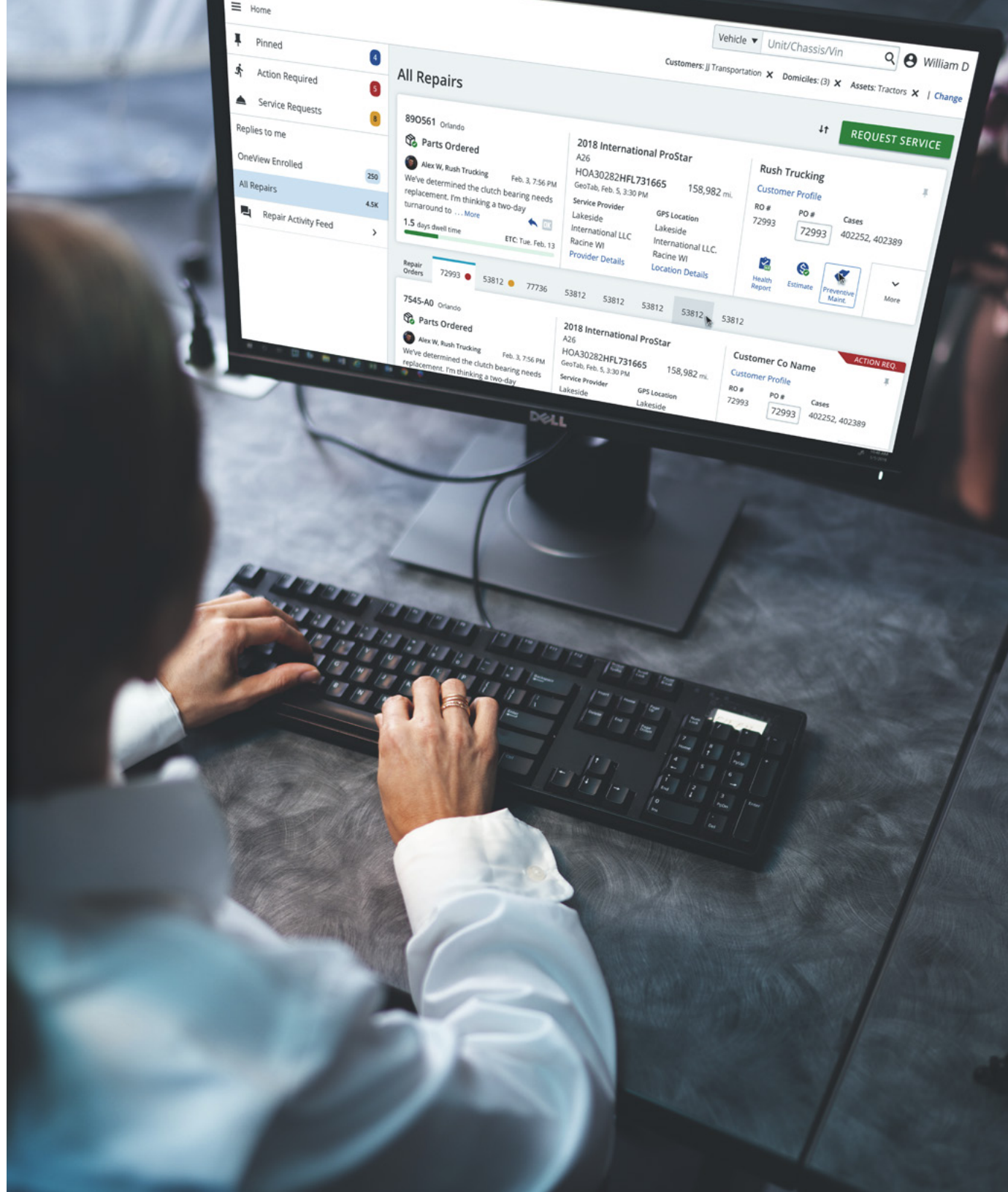
- ▶ **Accelerating the Repair Process.** By optimizing the steps in the repair workflow, enabling instant online estimate approvals, finding the right-fit parts in dealer inventory and scheduling vehicle arrivals, International 360 helps get your trucks back on the road.



- ▶ **Optimizing Asset Utilization.** Knowing when vehicle repairs will be complete is crucial to asset optimization and planning. International 360 keeps fleets up-to-date on repair status, complete with an estimated time of completion, so your team can plan accordingly.

ACCURATE DATA AND COMMUNICATION STARTS WITH INDUSTRY BEST PRACTICES

International® 360 is designed to make it easy to read and manage data by using industry standards. That's why we leveraged the American Trucking Association's Technical Maintenance Council (TMC) Vehicle Maintenance Reporting Standards (VMRS) coding to identify vehicles uniformly. This "universal language" for fleets ensures clear communication and accurate data with all parties involved in a repair – **regardless of make or model.**



ELEVATING THE COMMUNICATION EXPERIENCE

International® 360 puts you in control and makes the entire service process much easier to manage.

- ▶ **Seamless communications with dealers:** Provides a direct channel of communication to dealers and delivers updates however you need them – via email, through the International 360 portal, or into your existing fleet management systems.
- ▶ **Transparent visibility to repair status:** Keeps you updated on the location, repair status, and estimated time of completion for your assets.
- ▶ **Complete data integration:** Vehicle specs, service history, open campaigns, parts catalogs, even remote health data through telematics integrations powered by OnCommand® Connection and connected with 24+ Telematics Service Providers.
- ▶ **Easy to use:** Simple, intuitive design. Online service initiation, communication and electronic estimate approvals help expedite the service process. Integration with our dealer parts inventory system helps you find the fit-right parts fast.



REINVENTING THE WAY SERVICE IS DONE

The screenshot displays the International 360 web application interface. At the top, a navigation bar includes the 'INTERNATIONAL 360' logo, a 'Home' button, and search filters for 'Asset' and 'Unit/Chassis/Vin'. A user profile for 'William D' is visible in the top right. Below the navigation bar, a sidebar on the left lists various repair status filters: 'All Repairs' (22), 'Pinned' (5), 'Action Required' (5), 'Service Requests' (5), 'Driver Waiting' (5), 'Pending Auth.' (5), 'Vehicle Ready' (5), and 'Delivered' (5). The main content area, titled 'All Repairs' (22), shows a list of repair orders. The first repair order is for Unit #: 890561 (Orlando), showing 'Parts Ordered' by Alex W. from LogistiCom on Feb. 3, 7:56 PM. It includes a status message: 'It looks like the parts are available and will be in-house within the hour. Will complete the repair when ... More'. Below this, a progress bar indicates '1.5 days dwell time' and 'ETC: Tue. Feb. 13'. The second repair order is for Unit #: 7545-A0 (Cook Region), showing a '2018 International LT625 6x4' with mileage '158,982 mi.' and hours '23,500,467 hrs.'. It lists the 'Service Provider' as LogistiCom International Waterloo WI and the 'GPS Location' as LogistiCom International Waterloo WI. To the right, a 'LogistiCom' section shows a 'RO #' of 1956834347248236 and a 'Cases' count of 19568343. At the bottom, a third repair order for Unit #: 7545-A0 (Cook Region) shows a '2018 International LT625 6x4' with 'Buennagel International' as the service provider. A red 'ACTION REQ.' banner is visible at the bottom right. Ten numbered callouts point to specific features: 1. Filtered views of open jobs (points to the sidebar filters); 2. Repair order status updated every 24 hours (points to the 'Parts Ordered' status); 3. VIN-based information (points to the unit number); 4. Comprehensive parts catalogs (points to the 'Parts' button); 5. Fleet-initiated service requests (points to the 'REQUEST SERVICE' button); 6. Record of notes between fleet and dealer (points to the status message); 7. Estimated time of completion (points to the 'ETC' date); 8. Up-to-date vehicle health reports (points to the mileage and hours); 9. Online estimate approvals (points to the 'Estimate' button); 10. 'Feedback needed' notifications (points to the 'ACTION REQ.' banner).

- 1 | FILTERED VIEWS OF OPEN JOBS
- 2 | REPAIR ORDER STATUS UPDATED EVERY 24 HOURS
- 3 | VIN -BASED INFORMATION
- 4 | COMPREHENSIVE PARTS CATALOGS
- 5 | FLEET-INITIATED SERVICE REQUESTS
- 6 | RECORD OF NOTES BETWEEN FLEET AND DEALER
- 7 | ESTIMATED TIME OF COMPLETION
- 8 | UP-TO-DATE VEHICLE HEALTH REPORTS
- 9 | ONLINE ESTIMATE APPROVALS
- 10 | "FEEDBACK NEEDED" NOTIFICATIONS

International® 360 was designed with fleet managers in mind. It's a solution packed with robust features that make the job easier:

► **Advanced remote diagnostics for prioritized repairs:**

Prioritize your fleet service with health and location data, fault codes, and fault severity ratings. Fault Code Action Plans combined with reports on the nearest service location that has the right parts in inventory helps speed repairs.

► **Customer profiles to streamline service:**

Our service network of over 1,000 locations will have access to your company's International 360 profile, including service expectations, documents, and requirements, ensuring a consistent service experience wherever your asset is located.

► **Fleet view filtering:**

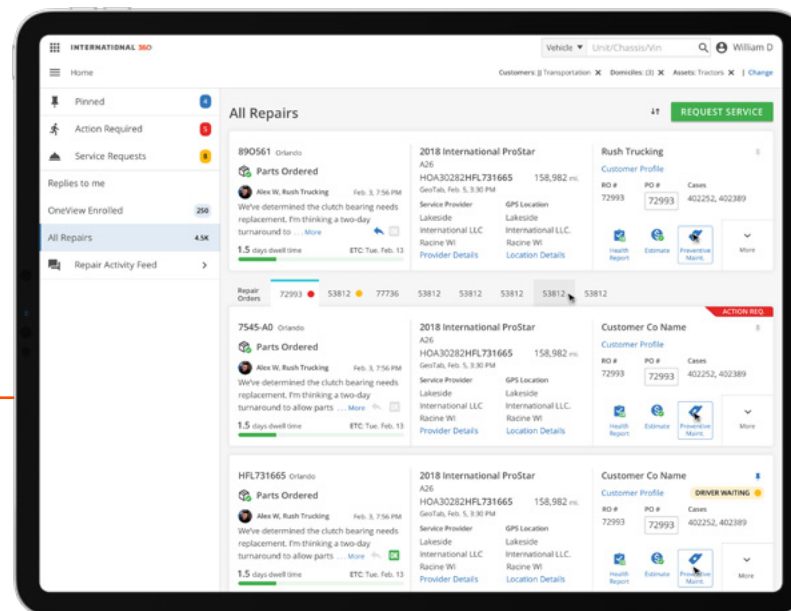
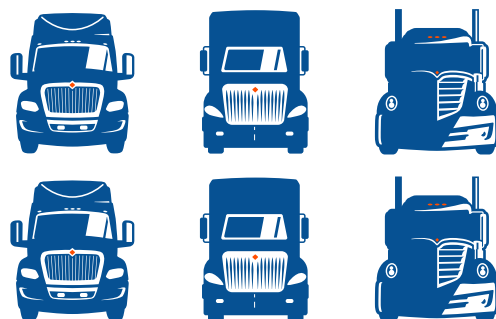
Segment your fleet by region, company division, service manager, or many other ways so you're focused on the assets important to you. Pin vehicles you want to watch closely, and use reminders to see when the service center needs feedback or approvals.

INTERNATIONAL® 360 IS RAISING THE BAR

Technology is changing the industry in many ways. With faster access to increasing amounts of data, expectations to improve productivity and efficiency rise as well. International® 360 brings a heightened level of communication and service to your fleet maintenance and repair efforts. And we're able to deliver it within how you already operate your business.

- ▶ **All makes, all models, no surcharges:** International 360 doesn't just work with one brand – it supports all makes and models – with NO monthly or annual per-VIN surcharges
- ▶ **Integrate your telematics solution:** Leverage integration with over 24 industry-leading telematics providers through the power of OnCommand® Connection for visibility to health, location data, and more
- ▶ **Access and view data your way:** Fully compatible with existing software, including fleet maintenance software providers, fleet management companies, and more via simple application programming interfaces (API's)

Your fleet may be made up from several makes and models. International® 360 supports them all, without additional charges or per-VIN surcharges.



Visit www.internationaltrucks.com/360
for more information or contact your local International dealer today.