



## Mobile diagnostics & support for maximum uptime



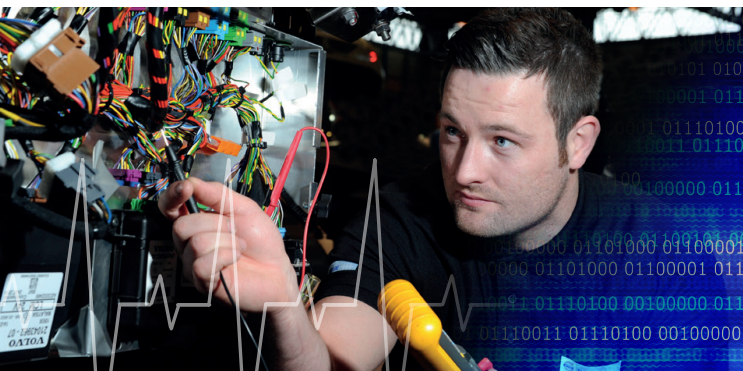
**FRONTLINE** 

MOBILE DIAGNOSTICS & SUPPORT FOR BUS AND COACH OPERATORS

## MOBILE FRONTLINE SUPPORT FOR MAXIMUM UPTIME

For any operator, uptime is paramount. Your Volvo vehicle represents a major capital investment and it's vital that it stays where it belongs - on the road. We understand that the productivity of your fleet is a priority and that's why we are further strengthening our Frontline mobile diagnostics and support service, by providing Volvo customers with a highly skilled and truly responsive support infrastructure.

Volvo Mobile Frontline Support offers bus and coach operators a complete diagnostic and support service suitable for all of your Volvo vehicles at your own premises. Continuous development of bus and coach technology over recent years has changed the demands placed on our aftermarket support. In order to help you, our Customer, bridge the technology gap we can now provide specialist support in a much more proactive way. And, of course as technology and complexity inevitably moves on, this will become even more important.



## BUS KEY TECHNICIANS AT YOUR SERVICE

Volvo Mobile Frontline Support is provided via our Dealer Network and delivered on the ground by Bus Key Technicians. Our highly trained and experienced team will be able to quickly and efficiently diagnose and fix your issue, and to keep any operational disruption to a minimum we are happy to come to you.

Supported with the very latest Volvo diagnostic equipment and tools each of our Bus Key Technicians has all of the skills and resources needed to help get you back up and running quickly and efficiently, and in the event that your vehicle can't for some reason be fixed on site, they have your local Dealerpoint team on hand to take over and support if necessary.







## MOBILE FRONTLINE SUPPORT; RESPONSIVE AND ACCESSIBLE

Our aim is to ensure that Volvo bus and coach operators will be able to access the Mobile Frontline Support team directly for help, advice, and service. With the intention of maximising your uptime and developing personal relationships we are committed to working in partnership with our Customers in a responsive and meaningful way. We will be focussed on clear communication, fixing everything that we can on the spot and leaving you happy and satisfied with the service that we have provided.



## NATIONAL COVERAGE

Strategically located throughout the UK, our Mobile Frontline Support should be accessible for all operators to help resolve the day to day issues that come up during your routine maintenance activities.



FRONTLINE

## VOLVO ACTION SERVICE

When you're out and about the unexpected can sometimes happen. For those situations our breakdown service, Volvo Action Service, is always on hand and able to help. In order to provide comprehensive, joined up support, your Frontline Bus Key Technician will also have established connections with Volvo Action Service Technicians who can provide road side assistance if required to get your vehicle back up and running as quickly as possible.



## SERVICE CONTRACTS

Our Mobile Frontline Support will provide assistance if an unexpected issue comes up, and whilst this provides the assurance that experienced help will be at hand when required, we are also able to provide cost effective contract maintenance packages to further support your operations.

Volvo can provide a number of flexible contract options; our Blue Contract offers comprehensive preventive maintenance whilst the Gold Contract for a fixed monthly cost takes care of all your preventative maintenance and repair needs for complete peace of mind. Volvo Service Contracts include all O license requirements and can also be tailored to suit your own unique needs. To find out more about the flexible options on offer, why not contact us today.

THE MOST IMPORTANT TOOL FOR  
**MAXIMUM**  
**UPTIME**







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# VOLVO

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