

SWS:200

Issue 2

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Scania Workshop Suite – Use Case





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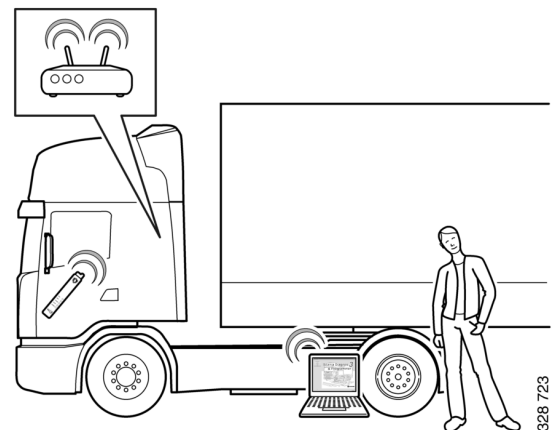
How Scania Workshop Suite works

System requirements

The following is required to work in Scania Workshop Suite:

- Scania Workshop Suite cloud service
- Workshop Communicator Unit (WCU)
- USB key
- VCI with Wi-Fi (VCI3 or later)
- Remote Box
- Tablet PC or a laptop PC

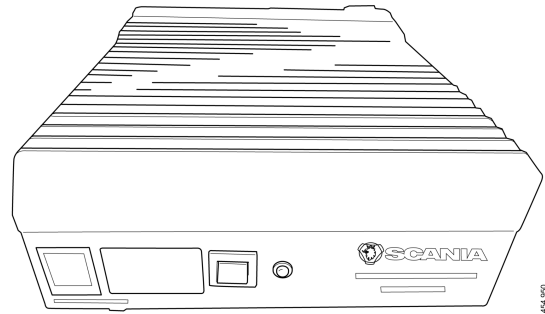
Scania recommends 2 WCUs. This way, the workshop achieves higher performance, no interruptions when updating the system or its services, and safe operation in the event of faults.



3Workshop Communicator Unit (WCU)

WCU is a local server that connects the workshop VCI units to Scania Workshop Suite cloud service. At least one WCU is necessary to be able to use Scania Workshop Suite. However, it is recommended to have 2 WCUs.

The WCU must be installed on the workshop premises, and all traffic between VCI and Scania Workshop Suite cloud service must go via WCU. Each WCU is registered to the specific workshop.



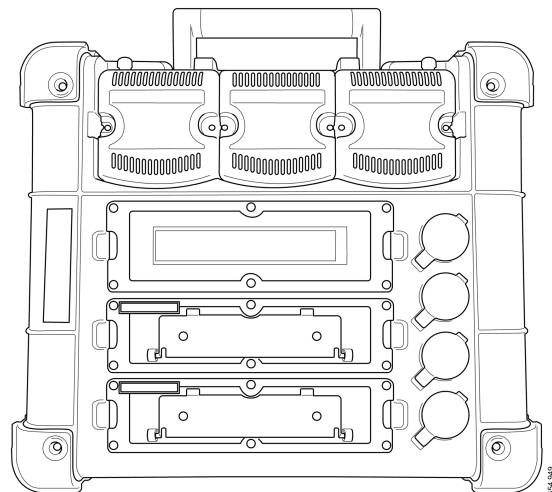
Remote Box

The Remote Box can be considered a portable WCU with additional communication capability. It is a specially designed built in computer without a normal monitor. By default, Remote Box comes with Wi-Fi, Bluetooth and telecom modules. This allows service technicians working out in the field to be connected to the Scania Workshop Suite cloud service.

Debugging with diagnostics and advanced troubleshooting with logging, as well as support for external units will also be available.

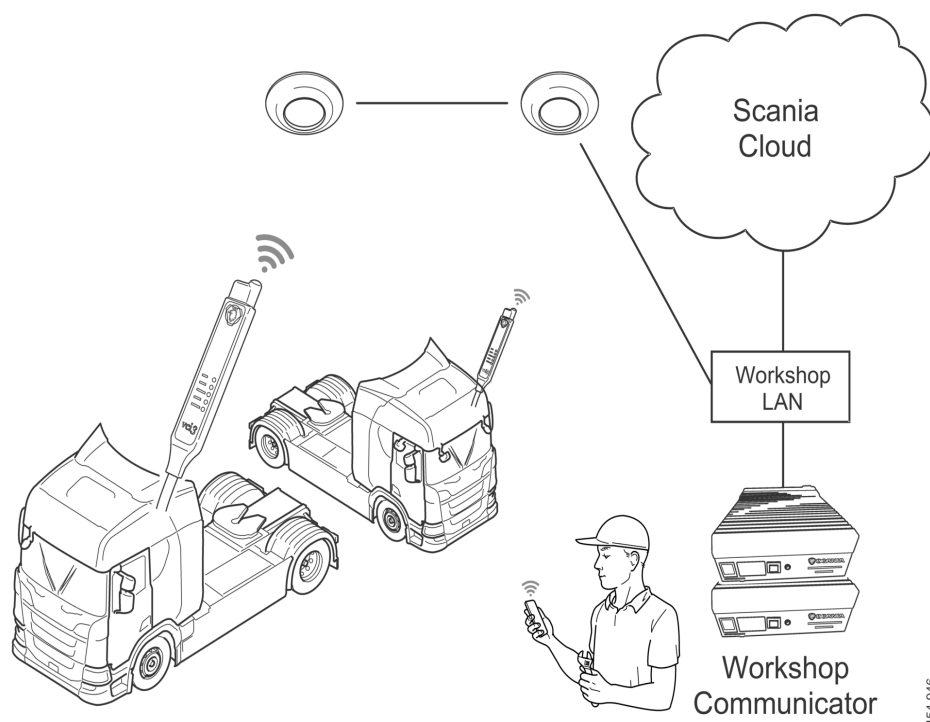
Since Remote Box is a platform for services, communication and applications, it can be used for the *Remote Support* service even for older vehicles and control unit software.

A Remote Box can temporarily act as a backup for a defective WCU.



Use case

Scenario 1: Maintenance in Scania's workshop



When the vehicle arrives, the user places a VCI in the vehicle and turns the key to drive mode. SWS automatically reads all relevant information from the vehicle, checks for which control units new software is available and presents the vehicle in the cloud service.

The user starts the job by selecting a vehicle to connect to in SWS. The correct maintenance is displayed, and the maintenance items are filtered according to the job to be performed on the vehicle. Maintenance items that are read against the vehicle are filled in automatically. Operational data is already uploaded automatically and fault codes are presented.

If the user needs to look at instructions for the maintenance item, the correct instructions based on the vehicle are available right next to the maintenance item in the SWS interface.

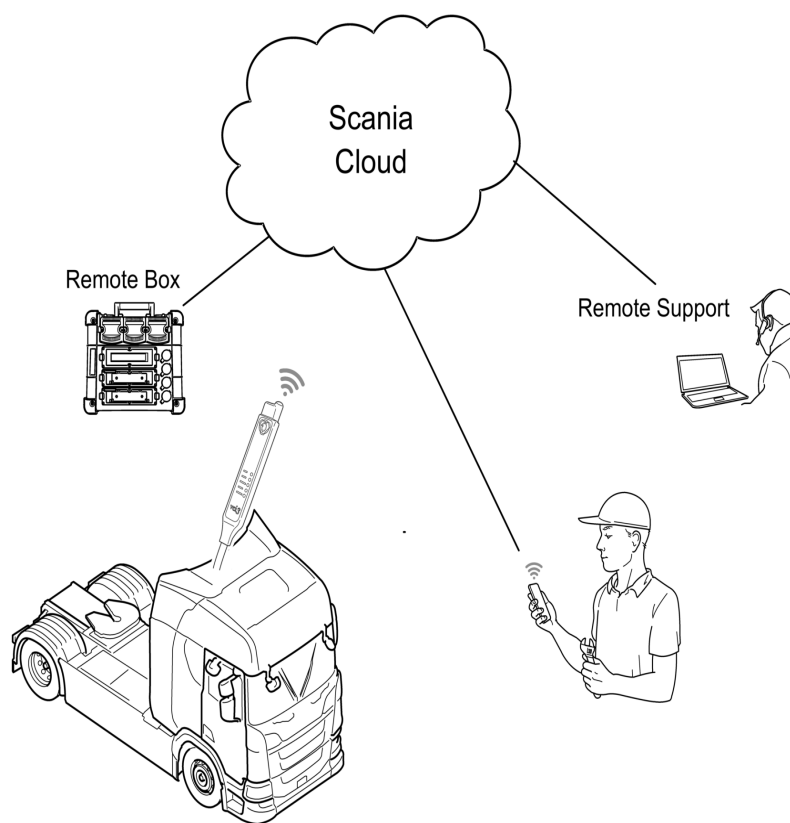
SWS users can add text and image comments for each maintenance item. The user can also make notes if any material or spare part has run out.

During the course of the work, the percentage of the job that has been carried out is shown, e.g. the maintenance items. Once the job has been completed, a report can be created.

If there is Wi-Fi coverage out in the yard, simple maintenance or a *Vehicle Health Check (VHC)* can also be carried out in the yard with connection to SWS cloud service.

Invoicing information can be generated immediately, thus reducing the time for customer invoicing.

Scenario 2: Troubleshooting vehicles and during test drives



When troubleshooting vehicles in the workshop, the mechanic connects VCI to the vehicle. The key is set to drive mode. In SWS, the user starts the job and establishes a connection by selecting the vehicle, which is displayed by its chassis serial number. Depending on the type of fault the mechanic is looking for, they use fault codes, wizards or checks etc. to be able to call in the fault.

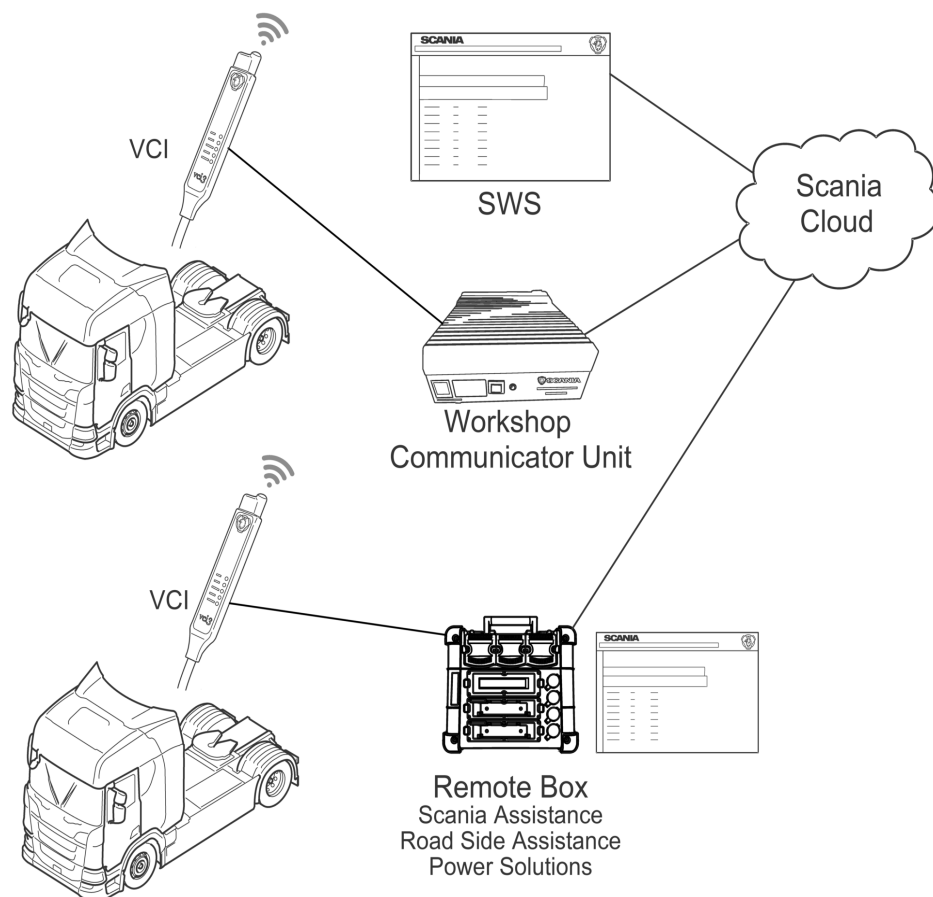
If there is Wi-Fi coverage out in the yard, a simple test drive can also be carried out with ongoing connection to SWS cloud service. If tests or logging during longer trips are needed, the Remote Box is used.

Before the vehicle leaves to be able to log while driving, the following needs to be carried out: The Remote Box started and VCI connected to the Remote Box via connection cable. Connection via connection cable is needed for the WCU/VCI network to release VCI, so that the vehicle can be connected to the cloud via the Remote Box instead.

If the mechanic is to do something in SWS on their tablet PC during the test, they must connect their tablet PC to Remote Box. For example, to run all or parts of a wizard. The mechanic connects their tablet to Remote Box via a Wi-Fi hotspot. This way, the tablet does not need a SIM card.

If the mechanic does not need to do anything in the SWS interface during the test drive, the Remote Box collects the data determined by the mechanic. The Remote Box transfers this to the SWS cloud for later analysis. Once the mechanic is back at the workshop, the VCI can be disconnected from Remote Box. The WCU/VCI network then finds the vehicle again and the mechanic can put away Remote Box and continue working in SWS.

Scenario 3: Maintenance in customer workshop or by other partner



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Users other than workshops may also want to perform maintenance. For example, some partners do maintenance themselves. In order for these important customers or partners to be able to perform maintenance with SWS, they have to install one or multiple WCUs or have a Remote Box.

In some cases, a customer workshop or partner does not have the rights to run Scania Workshop Suite. It is possible to use a Remote Box from a workshop and a connected VCI and make all adaptations and adjustments from the Scania workshop. A remote connection is then used between a Remote Box and SWS.



Scenario 4: Troubleshooting vehicles or machines out in the field

A Remote Box is required to perform troubleshooting out in the field. Initially, it is sufficient that there is access to a telecom connection on site. The job is generally carried out in the same way as in Scania workshop scenario 1 or as in scenario 2 during a test drive. It is also possible to update software in the control systems.

Scenario 5: Adaptation of vehicles to bodywork on bodybuilder premises

A WCU and SWS can be installed on bodybuilder premises if the bodybuilder's collaboration or partnership with the Scania workshop allows it. The bodybuilder can also have a Remote Box temporarily or more permanently.

The Scania workshop can, in both cases, choose:

- to allow the bodybuilder to make the adaptations themselves
- or to allow a mechanic to make the adaptations on the bodybuilder premises
- or remote operation from the Scania workshop.