

# FACTSHEET - BAS SERVICE LEVELS

## Service Level 1

With service level 1, an expat will be employed on site for the duration of the project. He will take care of:

- Management of the workshop (customer provides an equipped workshop and mechanics)
- Stock control
- Fleet management
- Instruction and training drivers
- Instruction and training mechanics
- Responsible for diagnosis and final inspection
- 70% mechanic

*With this service level, BAS guarantees availability of the trucks*

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## Service Level 2

With service level 2, BAS only takes care of starting up of the project. During the first 3 months, BAS takes care of:

- Vehicle hand-over
- Instruction of the drivers
- Instruction of the local mechanics
- Technical assistance
- Starting up local workshop and stock

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## 24/7 service

### HELPDESK

Webbased client portal:

- stock control
- advise in repair and maintenance
- cost reports

Technical support



### DIAGNOSTIC SYSTEMS

BAS recommends to lease access to Volvo diagnostic systems like:

- V-Cads (hard- and software)
- Tech Tool
- Impact



### EQUIPMENT

BAS recommends to lend special (Volvo) equipment for general repairs



### ASSISTANCE

In emergencies BAS can provide an experienced mechanic within a week.

