

## 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*

### 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

### 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

