

**MACK**<sup>®</sup>

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# Integrated Uptime



Maximize fleet performance with a connected suite of smart, responsive productivity tools.



# Uptime, all the time.

Mack is taking uptime to the next level. Our integrated package of connected services combines proprietary vehicle telematics, live support personnel, case supervision and remote updates to keep your fleet on the road and out of the shop. If something does happen to your truck, Mack's Integrated Uptime offers faster, more accurate diagnostics and improved communication that get you back on the road quicker than ever before. No matter where the job takes you, you can trust Mack's Integrated Uptime solutions to get you there.

## Mack Integrated Uptime Package

### Over The Air (OTA) Updates

Upgrade vehicle software to deliver all the latest improvements within minutes, 24/7. And with our industry-leading offering of parameter changes, your truck can be configured to perfectly fit each application. Experience continuous optimization with Over The Air Updates.

### GuardDog® Connect

Our telematics platform automatically monitors your truck to coordinate the right support solution and service scheduling—all while you're still on the job.

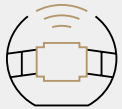
### OneCall®

Our team at Mack OneCall provides 24/7 full-service support with a network of experts to keep you and your drivers informed and connected ahead of any problem. Call (800) 866-1177 for around-the-clock roadside assistance.

### ASIST

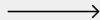
For on-the-go maintenance needs, Mack ASIST assembles consistent, complete and professional estimates of service recommendations, regardless of which dealer in the Mack network performs the service.

## The network that keeps you at work.



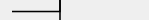
### GUARDDOG® CONNECT

Your truck is continuously monitored for support solutions, with notifications sent to you or, if you choose, through a Mack agent.



### ONECALL®

Our team of trained professionals monitors your truck's diagnostics 24/7. They confirm the severity of the issue detected and contact you based on your preferences.



### MACK DEALERSHIP

Your dealership is selected based on geographic proximity, service schedule and availability of necessary parts.



### ASIST

ASIST provides seamless, real-time communication between you, Mack OneCall and the Mack dealership.



### CUSTOMER

ASIST gives you and everyone involved visibility at every step of the process. Provide feedback, approvals or instructions at any time.