

V O L V O

ActiveCare® Direct or CareTrack®

WHICH IS RIGHT FOR YOU?



Volvo CareTrack is the telematics system that collects machine information, alerts you with alarm codes and provides an online portal for you to dig deeper into fleet data. To take telematics to the next level, we also offer ActiveCare Direct — a 24/7 machine monitoring and monthly fleet utilization reporting service that relies on CareTrack data. The difference is that it's managed by Volvo on your behalf — helping ease the burden of telematics management, while enhancing remote diagnosis and catching problems before they occur.

Each tool is valuable in its own right and can be used independently or in conjunction with each other — depending on your preference. Here are a few of the differentiators between the two services and their benefits.



CARETRACK

MACHINE MONITORING AND CASE MANAGEMENT

Volvo Uptime Center monitors machines 24/7 on behalf of customers	Customer monitors machines
Rather than sending all raw fault codes, Volvo's proprietary case management system interprets fault codes and sends the customer a probable cause, a recommended solution and the potential consequence of not taking action	Sends all raw machine fault codes to the customer, prompting the customer to evaluate what action to take
Only alerts the customer when a specific action is necessary	Alerts the customer every time a machine fault code goes off — no matter how critical or noncritical
Every case is tracked from the time the alarm is registered to the resolution details being delivered and the case is closed	Customer is responsible for tracking details for each/alarm error code
ACD reports include details for each case	-
Dealer is automatically notified for each case	Customer must contact dealer with alarm details
Customer is automatically notified for each case	Customer must create notification plans in CareTrack and monitor details
-	Allows for setting anti-theft tracking alerts on excavators
-	Allows for setting geo- and time-fencing alerts to ensure machines are not working outside of intended area or hours

TAKEAWAY:
ActiveCare Direct helps cut through the noise — taking the burden of diagnosis off you and providing specific, near-real-time recommendations on what action to take when fault codes go off. It also keeps your dealer informed every step of the way.

TAKEAWAY:
CareTrack relies on your machine diagnosis, but offers a few additional data points within its portal versus ActiveCare Direct.

COMMUNICATION MONITORING

Each machine is monitored for accurate data	Customer must monitor machine for data inaccuracies
Each machine is monitored for correct data delivery	Customer must monitor machine for data inaccuracies
Case is automatically created for any data issues	Customer must contact dealer with data inaccuracy details

FLEET REPORTING

Volvo automatically generates monthly fleet reports and sends to the customer and/or dealer	Customer logs in to CareTrack portal to retrieve fleet data and generate reports
Reports provide easy-to-understand fleet summaries, including fleet utilization, individual machine statistics and instances of machine misuse — all of which allow the fleet manager to make decisions that improve productivity and reduce costs	CareTrack portal provides much of the same data as the monthly reports, but the customer is responsible for analyzing and generating the reports
-	CareTrack portal provides production reporting that integrates with the on-board weighing feature on articulated haulers, giving visibility into fuel usage versus tons of material moved
-	CareTrack data can be used with an API for integration with mixed fleet software
-	CareTrack portal allows customer to track machine location in real time and view all machines on a single map

TAKEAWAY:
ActiveCare Direct monthly reports automatically summarize the fleet's performance for easy-to-understand takeaways.

TAKEAWAY:
The CareTrack portal is still a valuable asset to use, even if you're using ActiveCare Direct, as the portal allows real-time access to a few additional data points.

PRICING

Select new machines: 1 year free	Select new machines: 4 years free
ACD monitoring and reporting: Contact your local dealer	Contact your local dealer
ACD monitoring only: Contact your local dealer	-