



Cummins Guidanz™

Mobile App with Immediate Assessment Feature for Cummins Certified Service Providers

With the Guidanz mobile app, improved productivity and operational efficiency is so close, you can touch it.



FASTER SERVICE TRIAGE

Service personnel can quickly determine likely fault causes and estimate service repair times when they first greet the customer. Available for 2007 and later automotive and Tier 3 and later industrial Cummins engines, Guidanz reduces service triage from several hours to a few minutes.



BETTER CUSTOMER CARE

Communication with the customer is quick, easy and efficient from the moment a service request is initiated. Service personnel can estimate repair timeframes and quote repairs accurately with the Guidanz mobile app, ultimately improving communication and uptime for customers.

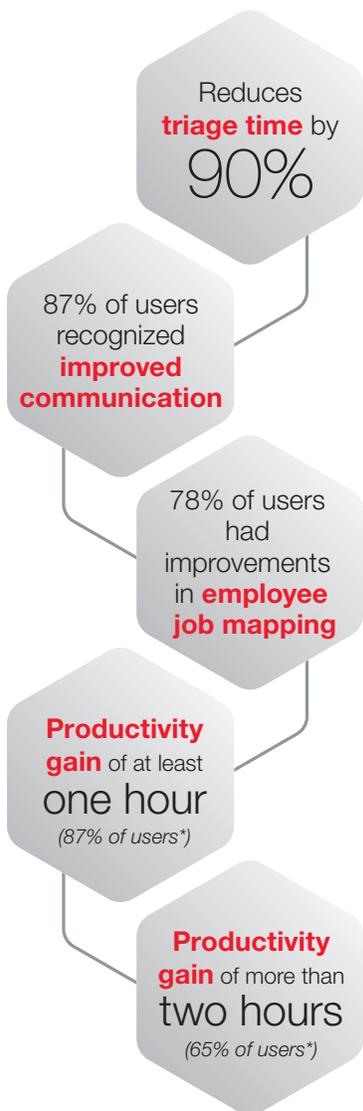


OPERATIONAL EFFICIENCY

The Immediate Assessment feature facilitates scheduling jobs, technician assignments and better utilization of service bay and personnel in the service department. This feature helps service providers perform quick assessments, pre-populate information related to work orders, enabling service to begin immediately. This results in time savings and productivity for service providers and customers.



App Testimonials



* For dealers working 2 or more Cummins jobs per week.

“Using the Cummins Guidanz mobile app has definitely changed the way we perform triage service in our dealership. The app has allowed us to conduct triage while we are collecting information from the customer and writing the repair order. It gives enough accurate information that **the service writer can communicate to the customer on a technician level what is going on and how much time is needed to complete the repair.** The app also helps in scheduling techs, as every repair does not take a fully trained tech to complete the job. Now we utilize people better in our service department, which in the end, results in a quicker response time for our customers.”

— Wayne Beal, *District Service Manager*
KENWORTH SALES CO.

“We are a dealer of Ottawa and we serve customers that use terminal tractors. Terminal tractors cannot be driven very far on public roads and **we have always had a need to know the problem when the check engine light comes on and the truck is at our customer’s location.** Some of our customers have terminal tractors working at a single location and in those operations the Cummins Guidanz mobile app would provide a more valuable solution than telematics.”

— James Smith, *Service Manager*
ALLEY CASETTY TRUCK CENTER

“Since we have started using the Cummins Guidanz mobile app *Immediate Assessment*, we are able to provide our customers with quicker information about the repairs needed on their trucks from a more accurate repair timeframe to an accurate quote for the repair. **It has not only improved our response time with our customers but has helped our shop stage work better.**”

— Clint Draper, *Service Manager*
NACARATO VOLVO

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