

INTEGRON HELPS MITSUBISHI FUSO KEEP ON TRUCKIN'



THE RIGHT TOOLS FOR THE JOB. Year after year, Mitsubishi Fuso trucks rank among the highest in customer satisfaction surveys. It's no surprise, considering the top quality components that are engineered into the trucks from the get-go. Not to mention the 179 dealers nationwide who sell and maintain them.

To help dealers offer the best service, Mitsubishi Fuso is committed to providing the right diagnostic tools for the job. That's where Integron comes in. We worked side by side with Mitsubishi Fuso to configure, deploy, and manage its latest and most innovative diagnostic tool, the Multi-Use Tester 3 (MUT3).

THE INTEGRON SOLUTION. Our solution combines a Panasonic Toughbook 29 rugged and wireless-capable notebook PC with a Mitsubishi-designed vehicle computer interface (VCI) and diagnostic software, support cart, and cabling.

Repair technicians plug into the cab of the truck to quickly and accurately test and diagnose any problems. The Toughbook 29 is equipped with a touch screen to allow them to navigate easily through the application. And with industry-leading reliability, rugged durability, and seamless integration with software applications, the Toughbook 29 is ideally suited to the rigors of the service bay.

Integron also developed a plan to deploy, support, and repair the entire system for all of Mitsubishi Fuso's North American dealers. To make sure the system stays up and running, we provide dealers with ongoing, customized Web and phone support. We make sure they have the right configuration for their computer environment. And we provide Mitsubishi Fuso with real time, online data so they can track and monitor deployment, repair, and turnover data.

The result? By proactively monitoring truck performance, Mitsubishi Fuso is able to keep their customers' trucks on the road, without spinning their wheels. Bill Mohr, Director of Service Operations, says, "If the level of customer service that Mitsubishi Fuso has received from Integron over the past several months is any indication of what response our dealers can expect, then we truly have an all-around 'win-win' situation."

To find out more about how we've helped customers like Mitsubishi Fuso Truck of America, Volvo Cars of North America, and Mack Trucks, call 1-585-426-6200 or visit www.integron.com.



GENUINE ASSET MANAGEMENT.