

# CUSTOMER EDUCATION SOLUTIONS

INTERNATIONAL® TRUCK & IC BUS® AND SYSTEMS



 **OnCommand**<sup>®</sup>  
Education



## EDUCATING CUSTOMERS TO PROPERLY OPERATE AND MAINTAIN THEIR VEHICLES FOR OPTIMUM UPTIME AND REDUCED MAINTENANCE COSTS

### ADVANCED EDUCATION SOLUTIONS

Today's advanced vehicle technologies require the latest in diagnostics, tools and maintenance practices to operate at peak performance. Navistar® Education and the International® dealer network provide sophisticated solutions to educate customers' technicians, operators and fleet managers on how to properly maintain their vehicles and work with our powerful business tools.

These education solutions include Customer Education Portals, which provide access to customized web-based courses and instructor-led training at your facility.



INTERNATIONAL® LT® AND RH™ OVERVIEW AND WALK-AROUND

### ⌘ CUSTOMER EDUCATION PORTALS

Customer Education Portals can be created specifically for the vehicles, engines and systems used by the customer. For example, a customer who has recently purchased International® LT® trucks may wish to select courses covering serviceability, International® A26 engine systems, electrical, suspension and HVAC systems.

### ACCESS AND REPORTING

An unlimited number of students can be enrolled in the system. Students are provided individual user names and passwords, and are able to access the training site from any computer at their convenience. Student progress is tracked for all courses taken and completed.

Customers designate administrators to access education records for all students. With these reports, customers are able to track progress toward completing any required training. These management reports are useful for training plans and student development.

## TYPES OF AVAILABLE TRAINING

- Vehicle Service and Maintenance
- Engine Service and Maintenance
- Diagnostics and OnCommand® Systems
- Vendors — e.g., Arvin Meritor Braking Systems

## COURSES

Customers launch their custom training site with a basic set of courses and can add other courses from the extensive Navistar catalog.

Your Customer Education Site Includes:

- Basic vehicle systems and diagnostics training courses tailored to your training needs
- Additional courses available for purchase
- Managerial reports to track students' progress
- Instant availability from any computer with Internet access — no special software required
- Unlimited number of users

## CERTIFICATES

As students complete courses, certificates may be printed for display and as a record of completion. These certificates display student name, course name and completion date.



## INSTRUCTOR-LED TRAINING

For more advanced training when hands-on interaction may be required, Navistar® Education also offers instructor-led classes. You can have your technicians trained by a qualified Navistar Regional Training Manager at your facility.

These hands-on classes challenge technicians with simulated repair and maintenance situations to help them become more comfortable servicing your vehicles. Customized, instructor-led classes that are tailored to your specific needs can also be created.

NAVISTAR® EDUCATION LEARNING MANAGEMENT SYSTEM

Tyson, Andrew		Systems Package	
My Current Enrollments	Course Title	Description	Enroll
User Information	Navistar Safety	Web-Based Training Navistar Safety requirement designed to reinforce the principles of shop safety.	Select
Course Catalog	OnCommand™ Parts Information for Fleets	Web-Based Training - Shows customers how to navigate and utilize the OnCommand Parts Information (formerly Fleet Parts Catalog Online) system.	Select
My Transcript	OnCommand™ Service Information for Fleets	Web-Based Training - Provides customers an overview of the basic navigation and viewing of content on the most frequently used areas of OnCommand Service Information (formerly Fleet SIS) system.	Select
Browser Check	ServiceMax Overview and Snapshot Analysis	Web-Based Training - This course is intended to preview the features of ServiceMax™ and demonstrate the procedure to capture and review a snapshot.	Select
Logout	2017 Aftertreatment System Overview	Web-Based Training This course is intended to provide an in-depth description of the components and operation of the 2017 Aftertreatment System utilized on diesel-powered vehicles. You MUST complete the following training to enroll in this course: 1) 2013 Aftertreatment System with SCR Overview for Technicians	Select
	2017 International® A26 Engine Overview	Web-Based Training This course is intended to provide an overview of the 2017 International® A26 Engine. You MUST complete the following training to enroll in this course: 1) 2017 International® A26 Engine Introduction	Select
	2017 International® A26 Engine Introduction	Web-Based Training This course is intended to introduce parts and service personnel to the 2017 International® A26 Engine.	Select

## ADDITIONAL DETAILS

FOR FURTHER INFORMATION ABOUT CUSTOMER EDUCATION SOLUTIONS, PLEASE CONTACT YOUR INTERNATIONAL® TRUCK OR IC BUS® DEALER.



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## OnCommand® EDUCATION MISSION

### VEHICLE VALUE

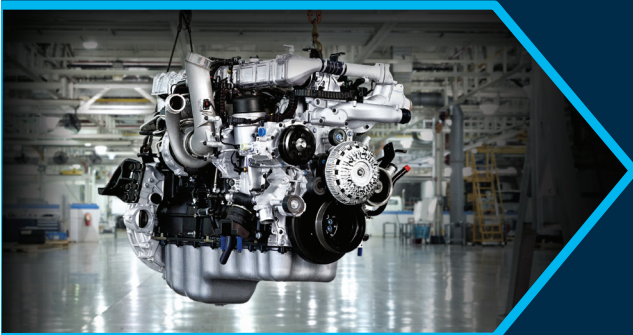
- ▶ Fix it right the first time
- ▶ Extend vehicle life
- ▶ Increase service workforce productivity
- ▶ Increase vehicle uptime

### REDUCED COSTS

- ▶ Increase technician efficiency
- ▶ Save service rework cost
- ▶ Increase vehicle productivity

### COST-EFFECTIVE TRAINING

- ▶ Improve performance through learning



INTERNATIONAL® A26

## NAVISTAR®

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