

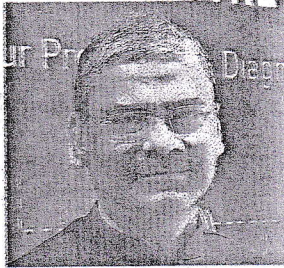
+ Ashok Leyland to enhance vehicle support with new Uptime Centre in Chennai

Our Bureau
Chennai

Ashok Leyland, a leading truck and bus manufacturer, has inaugurated a full-scale Uptime Solutions Centre at its Ennore factory near Chennai. The centre aims to enhance fleet productivity and reduce vehicle downtime.

The concept of this comprehensive facility arose when the company launched BS-VI vehicles and recognised the need for a robust support system to keep these advanced trucks on the road longer.

Initially, the uptime operations were modest, with a small team supporting a limited number of channel partners. However, as the number of BS-VI vehicles increased, it became clear that a larger solution was ne-



Sanjeev Kumar,
President - MHCV,
Ashok Leyland BUJOY GHOSH

cessary. By the third or fourth year, the idea for a full-scale Uptime Solutions Centre took shape, marking a significant transformation into a full-fledged facility," Sanjeev Kumar, President - MHCV at Ashok Leyland, told *businessline* at the Ennore factory.

The facility will soon operate 24/7 and employ around 70 trained professionals to assist channel partners with

two key services: diagnostics and prognostics.

KEY SERVICES

The diagnostic service focuses on resolving issues that local workshops cannot handle. The prognostics service allows the centre to monitor connected trucks in real-time. Continuous data flow enables the team to identify potential problems before they escalate.

The company piloted this programme over eight months across Maharashtra, Chhattisgarh, Karnataka and Madhya Pradesh, currently monitoring about 1.25 lakh trucks.

The data collected from connected vehicles provides valuable insights into driving conditions and vehicle performance, feeding back into the product development process to refine future vehicles.