
Services provided by the TII Group ensure high availability – easy online ordering of spare parts around the clock

Efficient service structures ensure high availability of vehicles from the TII Group. The range includes a 24/7 spare parts supply, fast and immediately available service personnel and remote diagnosis. In addition, a customised telematics solution is available that will also help to further increase the efficiency of vehicle fleets.

Vehicles from the TII Group transport valuable shipments worldwide and, as a means of transport for plant logistics, keep industrial companies and logistics centres operational. The constant availability of the vehicles is a core requirement of the customers. In addition to the premium quality of the means of transportation, an efficient after-market offer is the guarantee for smooth transport and logistics processes as well as economical operating costs. Efficient processes for maintenance and repairs as well as retrofits are among the proven strengths of the TII Group. They also offer all customers reliable spare parts logistics and fast assistance with service work.

TII Group subsidiaries set new standards in service

The service network of the TII Group is organised throughout Europe and across the world, and offers the fastest response times. Customers can conveniently order high-quality spare parts 24 hours a day, seven days a week via the Click4Parts online shop. Using a PC, tablet and smartphone, many thousands of components can be accessed which include all essential wear and maintenance parts. Parts identification is likewise just as customer-friendly. These can be determined by the customer using the vehicle identification number (VIN) or part number or name.

Within Europe, TII delivers spare parts within 24 hours. Provided that the order is received by 6 p.m., the components will arrive the next day.

Remote diagnosis facilitates fast assistance

If more complex service work is required, qualified TII personnel travel to the customer. They can be on site anywhere in Europe within one day and worldwide within 48 hours - as far as the entry conditions of the respective country allow - and provide quick and reliable assistance. However, TII experts can provide help even faster because the remote diagnosis available for vehicles from TII KAMAG and TII SCHEUERLE enables them to analyse errors from their desks and then initiate appropriate measures accordingly. The latter is often sufficient in order to continue operating the vehicle. Fleet operators have the option of accessing technical documents from the TII knowledge database via the internet which support them with maintenance work and repairs.

Special telematics facilitate optimal operating costs

Many TII vehicles can now be equipped or retrofitted with the TII Connect telematics solution which makes it considerably easier for the service experts to access the information from the vehicle. Vehicle operators, in turn, benefit from the availability of detailed fleet management. The utilisation and technical condition of vehicles can be closely monitored via a dashboard and can thus optimise the operating costs of your fleet. Using an integrated approach ranging from the procurement of the new vehicle through to supplying existing vehicles with premium spare parts makes the TII a reliable partner for its customers throughout the life of their vehicles and enables them, in accordance with this year's trade fair motto of the company "Move the World", of being capable of moving the world in the truest sense of the word.

Photos:



Company profile

TII, a company owned by the Heilbronn-based Otto Rettenmaier family, is a globally active manufacturer of heavy-duty and special vehicles. It includes industry specialists TII SCHEUERLE and TII KAMAG and has a workforce of around 900 employees. With innovative vehicles for manoeuvring and transportation operations, the world market leader for heavy-duty vehicles with hydraulic pendulum axles supports its customers in the transport and logistics sectors, building industry, plant engineering, air and space travel, shipbuilding, energy, steel and mining as well as yard logistics for realising a wide range of complex transport tasks. The TII Group holds the current world record of over 17,000 tonnes for transporting extremely heavy loads on vehicles. TII stands for the tradition of innovation, customer orientation and partnership as well as for high product quality and sustainability in heavy-duty mobility.

www.tii-group.com

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