



# Cummins Guidanz™

## Web App for Cummins Certified Service Providers

An innovative tool enhancing the customer's service experience.



### SINGLE SIGN-ON INTERFACE

Guidanz web integrates all of the Cummins service systems—EDS, QuickServe Online (QSOL), **RAPIDSERVE™**, etc.—which means that service providers can now log into one system to access all of this information. In addition, Guidanz web provides a guided workflow of the integrated system, making it really intuitive for service personnel.



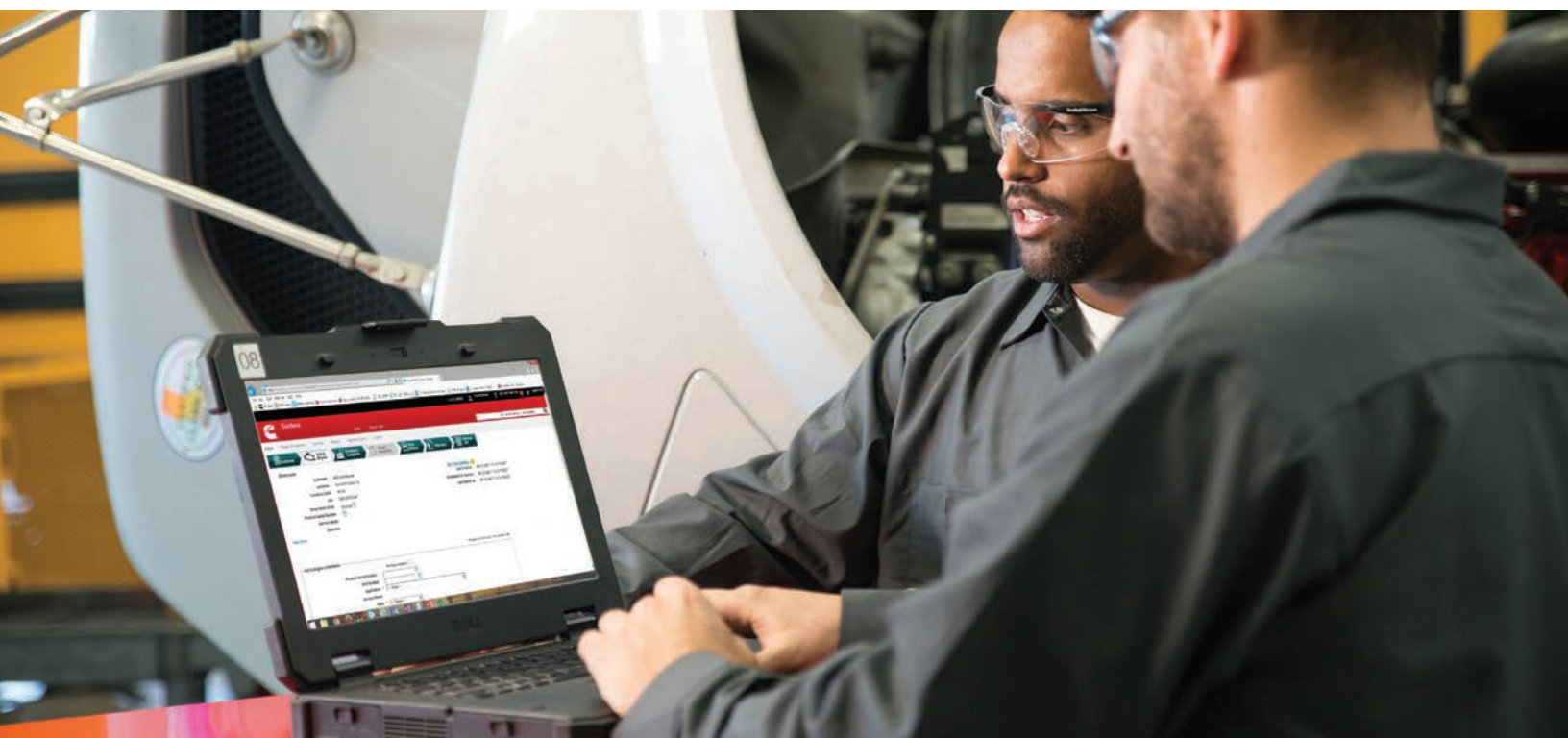
### TIME SAVINGS & EFFICIENCY

With Guidanz web, the ability to auto-capture before and after Engine Control Module (ECM) images, navigate to QSOL for fault code information, manuals and wiring diagrams, and assess a repair for complexity up-front allows for decreased customer wait time and optimization of job scheduling within the shop.

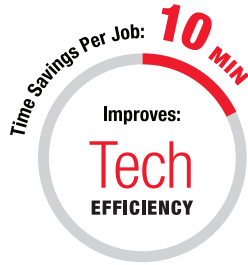


### STREAMLINED WARRANTY PROCESS

Guidanz web streamlines the warranty claim process by pre-populating claim creation in RapidServe Web and auto-filling 75 percent of fields in Claim form. Tallying SRTs as work is being performed and listing total hours by each fault code or symptom, resulting in improved, simplified, and accurate claim filing.



# Benefits of Web Features



**WEB FEATURE:**  
**INTEGRATED DIAGNOSTIC  
& REPAIR EXPERIENCE**

- Auto-capture before and after ECM images
- Eliminate the need to re-enter the same information in multiple systems (ex. ESN, diagnostic steps, fault codes and counts, ECM engine time)
- Information is easily accessible through comprehensive service history and convenient links (ex. fault overview, manuals)



**WEB FEATURE:**  
**PRE-POPULATE  
RAPIDSERVE™ WEB**

- Using information collected by technicians as the work is being performed to accurately feed claim creation; eliminates the need to manually look up SRTs



**WEB FEATURE:**  
**CREATE GUIDANZ JOB  
ORDER FROM MOBILE APP**

- Pre-populate ESN, customer information and other intake information in Guidanz web job order

## App Testimonials

“Guidanz is very friendly. It is very convenient to have all apps co-located into one program. Within a couple of minutes we can give our customer a good idea about down time for their vehicle. They can then make a business decision as to what to do with their loads. It is easy to use and with the code analyzer, it helps reduce troubleshooting time. It is also helping with warranty claims as everything is being completed live as you go. **Overall, it is all about our customers. The better we can all take care of them, the better our business relationships will grow.**”

— Dave Black, *Service Manager*  
TRUCK CENTER COMPANIES, WICHITA

### ADDITIONAL RESOURCES

To order the INLINE 7 or INLINE Mini adapter, go to [store.cummins.com](http://store.cummins.com)



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