



Press Information

22nd December 2018

techXpert 2018 celebrates best BharatBenz service technicians

- **Competition of the best teams from across the pan-Indian BharatBenz sales & service network**
- **Sharpening knowledge and skills of service technicians in line with ProServ, the branded customer service initiative of Daimler India Commercial Vehicles (DICV)**
- **Mr. Ramesh Rajagopalan, Vice President Customer Service, DICV: “techXpert underlines our people focus in customer service – because our service technicians make the difference every day. We invest into their training and continuous learning to deliver our ‘ProServ’ customer experience at the BharatBenz workshops, helping our customers save time, money and resources.”**

Chennai – Daimler India Commercial Vehicles (DICV) held the second edition of its nationwide contest techXpert for the best service technicians from across its BharatBenz sales & service network, with more than 2,700 applicants in the initial stage. Nine teams competed in the two-day finals held at DICV’s headquarters in Oragadam near Chennai, which involved theory and practical challenges alike. BharatBenz dealer representatives joined members of DICV management in the closing event on 20th December to honour the three teams that emerged as the best of the best.

Commenting on the occasion, Mr. Ramesh Rajagopalan, Vice President Customer Service, DICV, said: “techXpert underlines our people focus in customer service – because our service technicians make the difference every day. We invest into their training and continuous learning to deliver our ‘ProServ’ customer experience at the BharatBenz workshops, helping our customers save time, money and resources.”

DICV’s branded ‘ProServ’ customer service initiative is an integral part of the BharatBenz trucking experience - speedy, effective and reliable. ProServ is designed to suit the specific needs of BharatBenz customers.



The techXpert contest kick-started in August 2018 with more than 2,700 service technicians participating in online tests on product and technical knowledge. The best participants were then clubbed into 34 teams, which completed further sessions at DICV's three Regional Service training centers in Nagpur, Chennai and New Delhi. This second stage included realtime case studies covering process knowledge, overall complaint resolution approach, usage of special tools as well as adherence to safety guidelines and practices. The best-performing nine teams advanced to the techXpert finals held now, a tough competition over two days, based on advanced case studies, technical and decision making skills deploying DICV's in-house online technical information platform ASCENT, diagnostic systems and application of tools.

BharatBenz – made in India, made for India

The BharatBenz brand is tailored for the Indian market and its demanding customer requirements by Daimler AG, the world's leading CV manufacturer with a global reach. First unveiled in February 2011, the brand was launched in September 2012 with the introduction of its heavy-duty haulage trucks. The portfolio was continuously expanded with the launch of medium-duty haulage trucks (2013), construction & mining trucks and tractors (2014), and buses (2015). The pan-Indian BharatBenz sales and service network of more than 150 touchpoints is continuously expanded. Within six years after the market launch, more than 75,000 vehicles have already been handed over to customers – an unprecedented ramp-up in the world's toughest commercial vehicle market.

Contact:

Ravi S (MSL Group) +9193832887608, ravishankar.kandarpa@mslgroup.com