TWAICE

SOLUTIONS FOR BUS, TRUCK & HEAVY-DUTY OEMS

Protect your aftersales profits: Start with accurate insights into battery health

Backed up by **Munich RE**

Battery State of Health is the metric of choice to track battery aging. It plays a role in many aftersales processes for OEMs that have a significant impact on balance sheets, including accrual adjustments, warranty discussions and customer service. Right now, these business-critical decisions are based on battery State of Health, but as there is no industry-wide definition for this, they are essentially based on guesswork.

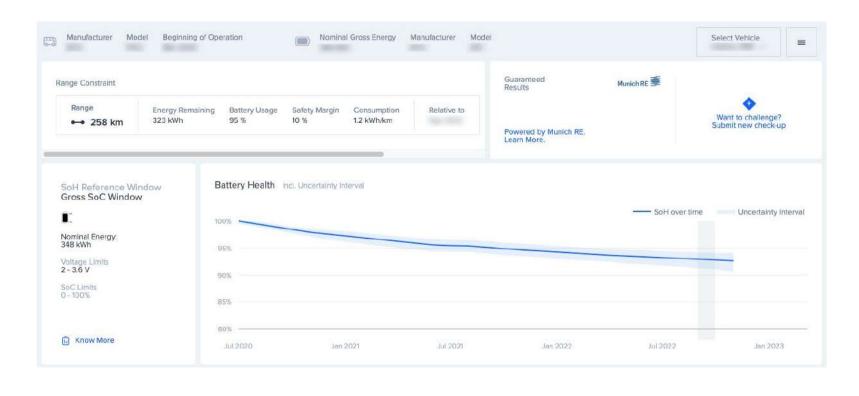| **Use a reliable SoH as a basis for customer discussions**	**Make critical decisions based on an accurate SoH**	**Save costs with continuous, real-time SoH information**
CHALLENGES There is currently no one industry standard for battery State of Health, meaning business critical decisions that are based on SoH have no solid foundation. Different companies use different definitions of State of Health, including OEMs & their customers. This leads to complex warranty discussions as well as aftersales services that do not provide meaningful information.	Battery State of Health implementation approaches are often inaccurate. Battery Management Systems often provide SoH but these are only accurate at the beginning of the battery's life. Their accuracy decreases after just a few hundred equivalent full cycles.	It is vital to continuously monitor battery State of Health to ensure reliability and uptime of vehicle fleets. Obtaining accurate SoH information on a regular basis means taking vehicles out of operation to test them. Testing vehicles regularly is not scalable. It involves vehicle downtime & considerable amounts of time involved from employees.
SOLUTIONS Craft your own SoH that is most suited to your business needs based on our expert recommendations. Use this clear definition as a Single Source of Truth for customers and suppliers, meaning you avoid information battles and can provide reliable battery health insights to your customers as part of your service offering to increase customer value.	Use the most accurate SoH on the market as a base for your critical business decisions such as when to swap batteries. Independently verify the accuracy of TWAICE's SoH using a validation procedure directly available from the user interface so you can be 100% sure about the accuracy of TWAICE's SoH.	Receive continuous, real-time battery State of Health information via the TWAICE cloud. Reduce costs for you and your customers as you can use the SoH information from TWAICE instead of having to take buses out of operation to test them.

Customized SoH definition	Backed up by Munich Re AI Insurance	Manage warranties	API Integration	Whitelabel reports

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Smarter decision makers

think TWAICE