



## Press Information

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# techXpert 2019 Upskills BharatBenz Technicians

- **Third edition of Daimler India Commercial Vehicle's techXpert contest upskills retail technicians in gear up for BS VI transition**
- **Over 3500+ technicians compete India-wide across dealer, regional and national levels**
- **Mr. Ramesh Rajagoplan, Vice President Customer Service, Daimler India Commercial Vehicles: "techXpert has successfully evolved as an annual skill assessment contest that technicians really aspire to be seen on. It offers the highest recognition at a national level, with cash prizes and exclusive techXpert club membership. This competition sharpens their technical and analytical skills to offer first-time right fix, enabling best uptime and quality service to our BharatBenz customers."**

Chennai – Daimler India Commercial Vehicles (DICV) hosted its third edition of techXpert, 'Annual retail technician's national level skill assessment contest'. In the 2019 edition, over 3500 technicians competed across three levels (Dealer, Regional and National), which included theoretical and practical tasks to evaluate their product knowledge, process knowledge and usage of after sales digital information platform "ASCENT". Twenty-seven participants in nine teams made it to the national level.

The finale witnessed these teams battle it out for the Top 3 ranks and membership to the techXpert Club. Teams were evaluated over many areas including customer and driver interaction, complaint resolution approach, usage of repair aids, special and general tools and diagnostic kits.

Speaking on the competition, **Mr. Ramesh Rajagoplan, Vice President Customer Service, Daimler India Commercial Vehicles said:** "techXpert has successfully evolved as an annual skill assessment contest that technicians really aspire to be seen on. It offers the highest recognition at a



national level, with cash prizes and exclusive techXpert club membership. This competition sharpens their technical and analytical skills to offer first-time right fix, enabling best uptime and quality service to our BharatBenz customers.”

The top three dealer teams for 2019 were Trident Trucking - Bangalore, Autobahn Trucking – Cochin, and Prabal Trucking – Salem, who emerged as the Winners, 1<sup>st</sup> runner-up & 2<sup>nd</sup> runner-up respectively.

#### **About Daimler India Commercial Vehicles**

Daimler India Commercial Vehicles (DICV), a wholly owned subsidiary of Daimler AG, Germany and operating under the umbrella of Daimler Trucks Asia, is a full-fledged commercial vehicle player in the Indian market and the only Daimler entity worldwide with a brand dedicated to its home market: BharatBenz. DICV produces and sells in India above 9 to 55 tons trucks as well as BharatBenz buses, Mercedes-Benz coaches and bus chassis. DICV’s state-of-the-art manufacturing plant at Oragadam near Chennai spreads over 400 acres (160 hectares) including a highly modern test track and is home to the company’s headquarters, R&D and training operations. With one global quality standard, it also produces for Daimler Trucks’ brands of FUSO, Mercedes-Benz and Freightliner. Products and parts are exported to more than 50 markets in the Africa, Asia, Latin America and the Middle East. DICV represents an overall investment of more than INR 5,500 crores.

#### **About BharatBenz**

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 expanded with the launch of medium-duty haulage trucks (2013), construction & mining trucks and tractors (2014), and buses (2015). The panIndian BharatBenz sales and service network of 225 touchpoints is being continuously expanded. Within six years after the market launch, BharatBenz has already handed over more than 90,000 vehicles to customers – an unprecedented ramp-up in the world's toughest commercial vehicle market.

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