



AN INNOVATIVE DIFFERENCE



Round-the-clock support that keeps you moving.

TICO trucks are best in class, designed with real-world experience in mind. As the only terminal tractor OEM that owns and operates its own equipment, our TICO EDGE service platform provides elite support to keep you on the move.

1

Experiencing a Service Event?

Trouble on the yard just got simpler. We make it fast and easy to connect with the TICO Uptime Center via a computer or the EDGE QR code in your truck.

No manual forms, email chains, or phone calls

2

Consistent Connection + Real-Time Updates

Once you have connected to the Uptime Center, the TICO dealer network is dispatched, allowing for full visibility with case updates from start to finish.

No required follow-up from customer. All information in one place.

3

Mobile Service for On-Site Repair

A mobile service truck is dispatched directly to your location with all the tools for success. Any parts required can be demanded inside the service case.

No unnecessary towing, no time-consuming search for a repair shop.

4

Experiencing a major engine fault?

A case will be made for you via EDGE Connect telematics. Integration with powertrain OEM delivers real-time fault insights.

Customer receives insight into proprietary vehicle fault codes before the issue is even reported or a service technician is dispatched.

As leaders of the industry, we understand the importance of having quick and easy access to on-site assistance with someone who understands your truck. Customer service events managed through TICO EDGE reduce downtime, increase productivity, and unlock the value in TICO customers' supply chains.