



CUSTOMER CASE

Connected Cars: Enabling Smarter Vehicle Service Through Real-Time Data

Connected Cars uses Telenor IoT's managed connectivity to turn vehicle data into proactive digital services for workshops, fleets, and drivers. With retrofit hardware or OEM API integration, SIM, and secure connectivity in one solution, operators and service providers gain real-time insights to cut downtime, control costs, and strengthen customer loyalty.



Keeping vehicles on the road and customers satisfied depends on more than mechanical know-how — it requires data you can trust. Connected Cars uses Telenor IoT's managed connectivity as the backbone of its digital platforms.

By combining retrofit hardware, SIM, and secure connectivity in one solution, the company delivers real-time insights that power proactive vehicle services across Europe and beyond. The result: improved uptime, lower costs, and stronger relationships for fleet operators, dealers, and workshops.

Background

Connected Cars develops digital solutions for importers, workshops, and drivers, making vehicle servicing smarter and more predictable. Vehicle data is collected either through the retrofit CC-Link hardware (an add-on installed in existing vehicles to enable connectivity even if the car wasn't connected from the factory) or directly from OEM APIs, then processed in the CC-DataStream platform.

An OEM API is an interface provided by the car manufacturer that allows external services (like Connected Cars' platform) to access vehicle data directly from the car's built-in systems. For example, instead of plugging a device into the car, an OEM API might let you securely request data like mileage, fuel level, or diagnostic trouble codes straight from the manufacturer's cloud — enabling real-time insight without any physical installation.

This fuels services such as ConnectedWorkshop and the Connected Cars App, which provide predictive maintenance, proactive service reminders, and direct communication with drivers.

Today, more than 300,000 vehicles are connected through Connected Cars, including fleets from Volkswagen Commercial Vehicles, PostNord, and other leading brands. 160,000 vehicles are already using Telenor IoT SIMs and over the next three to four years, this is expected to scale by an additional 500,000 SIMs, underscoring the growing demand for secure, reliable connectivity.



Challenge

Fleet operators and workshops face growing pressure to minimize downtime, reduce costs, and meet sustainability goals.

But these efforts are complicated by:

- Mixed fleets across multiple brands and vehicle generations
- Unreliable or inconsistent OEM API access
- The need for secure, scalable connectivity across multiple markets
- Rising customer expectations for proactive, digital-first services

To meet these challenges, Connected Cars required a connectivity partner that could provide consistency and reliability at scale.

Solution

Connected Cars selected IoT Connect, our managed connectivity offering, as the connectivity backbone for its CC-Link hardware. Each device integrates a Telenor IoT SIM, enabling secure and reliable data transmission from vehicles to the CC-DataStream platform.

With centralized management and global reach, Connected Cars can now deploy services seamlessly across Europe and into Asia, including Singapore. Whether it's connecting a nationwide fleet or a single vehicle in a workshop, the solution adapts to the needs of each customer. With more than 500,000 additional vehicles planned in the coming years, it's built for growth.

This hybrid model — combining OEM APIs with retrofit hardware powered by Telenor IoT connectivity — allows Connected Cars to deliver consistent, brand-independent services for fleets, workshops, and importers worldwide.



Result

The combination of Connected Cars' digital platforms and Telenor IoT's managed connectivity delivers clear value:

- **Higher uptime:** predictive maintenance and proactive alerts reduce breakdowns and service disruptions.
- **Workshop efficiency:** real-time diagnostics enable better planning and faster repairs.
- **Lower costs & emissions:** fewer unnecessary call-outs and reduced mileage save both money and CO₂.
- **Scalable deployments:** one connectivity partner across multiple brands, markets, and fleet types.
- **Customer loyalty:** proactive services strengthen aftersales performance and driver relationships.

A Real Example and the Results

postnord PostNord has reduced downtime and avoided unnecessary mileage through proactive maintenance, cutting costs and contributing to lower emissions across its fleet.



Telenor IoT's managed connectivity ensures that our CC-Link devices always deliver the real-time data our customers rely on. That reliability allows us to focus on what matters most: providing proactive services that improve vehicle uptime and customer loyalty."

Morten Gregersen, Connected Cars.



TELENOR CONNEXION

Telenor IoT is the portfolio of IoT solutions from Telenor Group, one of the world's major mobile operators. With more than 20 years' experience of providing global IoT connectivity, cloud services and expert support to companies of all sizes, Telenor is one of the world's most advanced IoT solution providers. Telenor IoT manages international IoT deployments for global customers in some 200 countries and today operates more than 25 million connected devices to enterprises such as Volvo, Scania, Hitachi, Verisure and Husqvarna. The IoT solutions are offered to national customers in the Nordics through the local Telenor operations in each country, and on a global level through Telenor Connexion, Telenor's specialized unit that provides IoT solutions for large, international enterprises who need a customized offer with advanced support.

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