PONSSE Manager – Frequently Asked Questions (Q&A)

1. What is PONSSE Manager?

PONSSE Manager is a digital fleet management and reporting system that collects data from connected forest machines. The service helps monitor production, machine utilization, fuel consumption, operational efficiency, and supports preventive maintenance.

2. Who is Manager intended for?

The service is designed for forest machine entrepreneurs, contractors, supervisors, office personnel, and operators who need real-time visibility into their fleet and worksite operations.

3. How does Manager support business development?

The service provides visibility into machine usage, production, and productivity. With this data, businesses can reduce downtime, improve utilization, and increase overall profitability.

4. What are the benefits of Manager?

Manager helps you:

- Monitor production in real time
- Manage your fleet more efficiently
- Reduce fuel consumption
- Improve machine utilization
- Support preventive maintenance
- Make better data-driven decisions

5. Which devices can be used to access Manager?

Manager can be accessed via computer and tablet. In addition, related applications are available for Android and iOS devices.

6. How do I get started with the service?

The company's main user registers for the service by completing the registration form at manager.ponsse.com. After registration, login credentials are sent via email, and the main user can add additional users to the organization.

7. Does every user need their own account?

Yes. Each user must have their own email address and personal user profile. This enables user-specific monitoring and secure access to the system.

8. What information is available in Manager?

The system provides access to:

- Production data
- Machine operating hours
- Fuel consumption data
- Location information
- Worksite and operator data
- Service and maintenance-related data

9. Is Manager secure to use?

Yes. Ponsse processes data in accordance with applicable privacy and information security requirements. User access rights can be managed based on user roles, and customer organizations manage their own users through the main administrator.

10. What is the difference between Manager Standard and Manager Pro?

Manager Standard provides essential tools for monitoring machines and production. Manager Pro includes more advanced analytics, reporting, and mapping tools, offering deeper insights into worksite operations and performance.

11. What additional benefits does Manager Pro provide?

Manager Pro helps you:

- Identify productivity improvement opportunities
- Monitor fuel consumption in greater detail
- Visualize worksite progress on maps
- Improve worksite chain efficiency
- Support sustainability and environmental targets

12. Can multiple machines be connected to Manager?

Yes. Manager is designed for managing both individual machines and entire fleets.

13. Where can I get support if I encounter issues?

Your primary contact is your local Ponsse organization or dealer. If necessary, the issue can be escalated to the Ponsse Digital Solutions support team.

14. What happens if a machine does not have network connectivity?

Data can be stored on the machine and transferred to the service once connectivity is restored. However, a continuous network connection enables real-time monitoring.

15. Can the service be discontinued later?

Manager Pro subscriptions can be terminated according to the terms of the applicable agreement. The service remains available until the end of the current billing period.

16. What are the requirements for machines connected to Manager Standard?

4G: Minimum software version 4.780, Opti 7 / Opti 8.

5G: Minimum software version 3.0, Opti 8, Connectivity Unit.

17. What are the requirements for machines connected to Manager Pro?

4G: Minimum software version 4.780, Opti 7 / Opti 8. Without harvester trail data.

4G: Minimum software version 4.780, Opti 7 / Opti 8. Connectivity Unit. With harvester trail data.

5G: Minimum software version 3.0, Opti 8, Connectivity Unit.