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Maximize ROI: 30% Less Operational Cost with a Digital Vehicle Servicing Solution

Disclaimer: Systematix Infotech is rebranded as Softude w.e.f. April 2022

Client Background

Our client, a prominent player in the automotive industry, operates authorized service stations throughout India. They handle a substantial volume of service requests daily. However, their entire vehicle servicing process was manual. Starting from the moment a vehicle enters the service station, the customer reports their issues, receives a job card copy, gets customer approval, undergoes a test drive, a spare part audit, and finally, the bill is generated.

Each stage requires close monitoring for timely completion of vehicle servicing and customer satisfaction.

Business Challenges

- High operational cost
- Manually maintaining each record of the job card process
- Difficulty tracking the status of the vehicle under servicing
- Delay in providing accurate follow-up to the customers

Key Business Goals of the Client

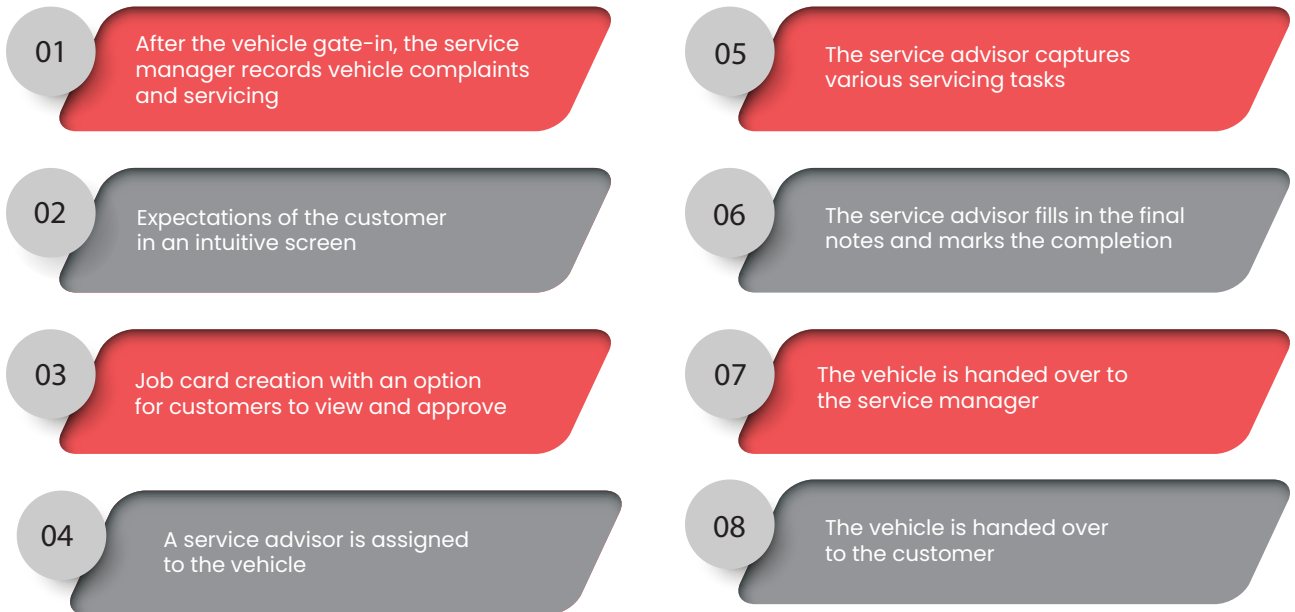
Apart from overcoming the above challenges, the client wanted to achieve the following goals:

- Minimize operational cost
- Go paperless by automating the end-to-end process
- Analytics on the historic data
- Real-time tracking of the vehicle's servicing status
- Vehicle service history on a single click for both the service center and the vehicle owner
- Auto reminders for smart follow-up of the vehicle service

Solution

Softude designed a mobile application to automate, record, and manage the complete lifecycle of vehicle servicing, starting from a vehicle gate-in to vehicle delivery.

The Application Flow



Additionally, the platform provides:

- A dashboard for service insights
- Vehicle Gate-in details
- Vehicle Inspection
- Generate Estimates digitally
- AMC, Service history, warranty
- Capture the Basic Details
- Capture Job, customer's voice
- Customer Approval
- Customer details display
- Digital consent
- Feedback
- Billing and delivery

Solution Outcomes

- 30% less operational costs
- 20% Faster turnaround time for servicing vehicles
- Service status notifications and alerts to customers






Not just the transactional data, the client now has huge data available for analytics on service issues, and specific model issues, leading to product design improvements and enhanced customer experience.

About Us

Incorporated in 2005, Softude is a global IT consulting and services company with expertise in architecting digital transformation solutions and providing software product engineering services. We are dedicated to creating innovative and interactive digital experiences that connect people to the brand. These software solutions that are used across 32+ countries are engaging audiences in-venue, on the web, and personal mobile devices. Our highly competent and trusted team delivers digital brilliance that accelerates our client's digital-first journey.

Softude is a CMMI Level 5 appraised, ISO 27001:2013, ISO 9000:2015, and a Great Place to Work For certified company.

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