

More productivity and customer loyalty

proxia Mobile Service Advisor

Vehicle service featuring dialog reception

In the vehicle trade, customer communication plays an increasingly important role. By receiving your customers in modern surroundings, you ensure a positive experience during dialog reception. The vehicle is checked in as part of a face-to-face dialog. Your service advisor and your customer inspect the vehicle together. The advisor takes note of any wishes, points out any needed repairs, offers services and records in writing the vehicle's condition and any agreements made with the customer. Maintaining a good customer relationship pays off through more orders and a higher revenue per order.

Dialog reception is, however, also quite time-consuming. In order for your service business to be profitable and your investment to pay off, your service advisors have to complete the order within the planned time schedule. But first taking notes on a clipboard, and then entering the data into the system and signing the printout, leaves hardly any time for a personal discussion with the customer and for presenting offers.

Make full use of your service potential and relieve your service advisors of administrative tasks so that they can devote their full attention to customers.

More time for your customer – more business

The proxia Mobile Service Advisor actively involves your customer in dialog reception from the beginning to the end. The physical inspection of the vehicle is modeled virtually on the iPad. Defects and notes are recorded automatically by clicking a 3D model of the vehicle. The workshop order is generated with only minimal keyboard use. The customer signs the workshop order directly on the iPad. Your service advisor remains face-to-face with the customer all the time. This creates transparency and trust. But modern technology is also fun. Your customer is then open to any individually displayed offers. The positive experience boosts their confidence in the professionalism and quality of your business.

Professional dialog reception with the proxia Mobile Service Advisor

proxia Mobile Service Advisor is a mobile iPad app that is integrated with SAP® Dealer Business Management. All steps of the dialog reception process are mapped in the app in full detail. Without changing media, the data is transferred to the SAP system for further processing.

This makes it possible to carry out the entire dialog reception process directly at the vehicle, from checking and updating the customer data to signing the workshop order. In a structured check-in process, all order data are recorded directly while matching service or purchase offers are displayed. At the end, the customer signs the order on the iPad and the workshop order is automatically created or updated in SAP Dealer Business Management.



proxia Mobile Service Advisor – all functions optimally aligned with the process

The proxia Mobile Service Advisor supports your advisors through the entire dialog reception process, from the first step to signing the order.

Create and edit workshop orders

- Maintain customer and vehicle data
- Edit pre-defined workshop orders
- Create new workshop orders
- Display customer service actions and select actions due
- Display guarantee data

Inspect the vehicle with the customer

- Record customer wishes
- Display postponed repairs
- Evaluate the vehicle's condition with the customer using 3D visualization and checklists
- Record agreements in writing
- Display service offers

Complete the vehicle check-in and workshop order on the iPad

- Customer signing of the vehicle inspection report
- Customer signing of the order
- Transfer the workshop order to the dealer management system (SAP Dealer Business Management)
- Store data on vehicle condition for analysis in SAP (tread depth, chassis damage, etc.)

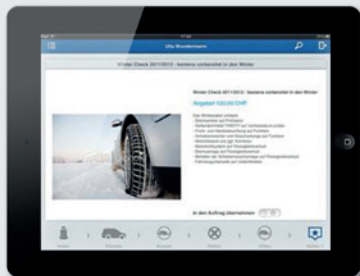


Special features

- Close integration with SAP DBM
- Configurable process sequence (order of screens)
- Configurable process contents (checklists and service offers)
- Configurable data fields for customer, vehicle and order
- Image integration

Intuitive user interface

- Mobile data collection via touchscreen
- 3D model with drag and drop for chassis check
- Automatically generated job texts in checklists
- Sliders for fuel level and tread depth
- Pickers and selectors for date and tire dimensions



Your benefits from the proxia Mobile Service Advisor

- Superior customer loyalty through dialog, transparency and professionalism
- Increased revenue through faster processing, increased per-order revenue and through upselling of spare parts, accessories and services
- Efficient dialog reception avoiding data redundancy through integration with the dealer management system
- Reduced effort through easy and intuitive operation of the SAP system
- Individually configurable dialog reception process
- Simple installation and launch

«The digital reception process is highly accepted by our customers. More than 90 % of customers are very enthusiastic about digital check-in. They appreciate the professionalism and complete documentation of all items to be checked. They feel valued and well taken care of in every respect.»

Autohaus Bald AG

Reference example – Autohaus Bald AG

At the Mercedes-Benz car dealer «Autohaus Bald AG», the iPad has become an integral part of service check-in. Bald AG has equipped their service team at several locations with iPads and the Mobile Service Advisor by proxia.

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