

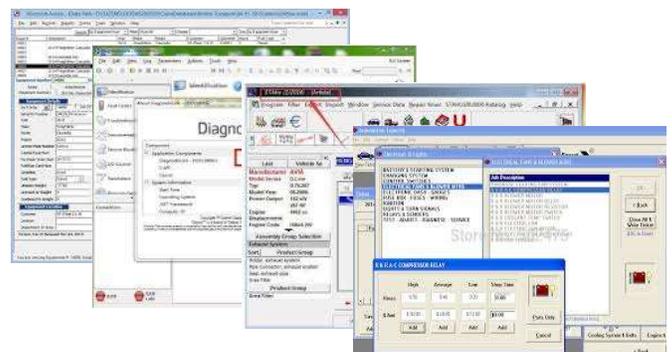


### **Overview:**

An international truck manufacturer was seeking a solution to resolve bottlenecks in service and repair processes. These bottlenecks hampered scheduling, quality and throughput while frustrating staff and customers alike. With Intelligent Business Solutions' Care Command Center (CCC) application, this manufacturer found a single, common platform to access critical legacy system data while providing intuitive, easy to use functionality. Care Command Center's ease of use and thorough operational process management proved to be the winning solution to this elusive problem.

### **The Challenge:**

Despite providing several software products and well-documented service and repair workflows; dealerships were having significant challenges effectively managing service and repair processes. Dealers complained of an inability to proactively manage service needs, the need to use multiple systems, duplicate data entry, lack of automated scheduling, little visibility to the daily workload, inability to schedule the appropriate tech with the appropriate repair, lack of customer visibility related to the repair status along with a number of other challenges.



These challenges caused delays in scheduling, lost time during diagnostic and repair processes, over booking service bays and under-utilization of critical tech skills. The lack of a proactive maintenance approach also created truck down-time exposures and resulted in lower than acceptable customer satisfaction.

## **The Solution:**



In order to address the challenges, Intelligent Business Solutions implemented Care Command Center (CCC) along with our Janus interface engine to provide a single, comprehensive solution. This solution provided the dealerships and manufacturer a single user facing system with a much improved, intuitive and user-friendly experience while providing access to all legacy functions. Implementing automated interfaces to legacy systems allowed dealerships to reduce manual interactions, improving quality and reducing delays in the end-to-end service and repair processes. With the improved user experience

dealerships have seen a rise in staff morale, improved service department performance and significant improvement in customer satisfaction.

Care Command Center also provided dealers a means to proactively identify service due in order to schedule maintenance before unplanned downtime occurred. With CCC's user friendly graphical interface, dealerships are presented with color coded statuses, visual alarms, audible alerts, instant messaging and texting capabilities. These features allow staff to expedite work without phone calls or having to track down techs and parts, reducing delays and improving shop productivity.



Customers/drivers received early warnings and proactive scheduling of maintenance, thus reducing unexpected downtime. Additionally, customers were provided regular updates on the service or repair processes via customer lobby boards, text messages and smart device access, further improving customer satisfaction.



Also included in the solution was the Intelligent Business Solutions (IBS) analytics and reporting engine. With this component IBS provided real-time statistics and graphs allowing customers to see what was happening in the moment enabling them to react to changing conditions immediately. These insights into the work at hand, work scheduled and work completed has helped ensure optimal use of people, service bays and equipment.

## **Going Forward:**

To date, the IBS solution has been highly effective solving the manufacturer's challenges. Partnering with the manufacturer, IBS has defined a product suite and implementation vision to provide the manufacturer and its dealerships a greatly improved future state for service and repairs. With these early wins the manufacturer has tagged IBS for an expanded role in the corporate and dealer environments. From service and repair improvements, to fleet management, to regional and national service monitoring, scheduling and dealership coordination the partnership is building a brighter future for the industry's customers.

