






BENEFITS

-  Increase first-time fix rates of diagnostic and repair issues.
-  Bring repaired workshop vehicles back on the road quicker.
-  Reduce specialist onsite support and travel cost.

CHALLENGE

IMPROVE COMMUNICATIONS BETWEEN WORKSHOP MECHANICS AND SERVICE CENTER

All communication between the Hella Gutmann Solutions Service Center and mechanics was either via email or telephone. Hella Gutmann Solutions was looking for a more innovative communication channel that reduces the time needed by specialists to understand the problem as well as describe the fix – and ideally even decreases required on-site visits of Hella Gutmann Solutions specialists to avoid long repair times.



SOLUTION

ONE APP – MULTIPLE PROCEDURES MADE EASY

The app brings significant time and cost saving benefits for both sides. The Hella Gutmann Solutions specialist reduces on-site and travel times by offering remote support. At the same time, the mechanic receives support much quicker and can get the workshop vehicle back on the road sooner than before.

