



# Wonder Car Mobility Solutions

## Case Study

### ◆ Client's Business

The client specializes in Smart Repair and uses this technique for all repairs. Their workshops have been specially designed for this purpose and are equipped with the latest machines. Their workers have been specially trained in Smart Repair techniques. It connects users with an authorized dealer network of various car brands. It assists in getting almost accurate quotes for dent, paint, or repair works and enables to directly book appointment in various workshops for car repairs/servicing needs. The company was incorporated in 2013 and is currently located in Belgium.

### Challenges Faced

- > The client is a private organization for getting accurate quotes for car dent, paint and repair works working for the retail customers.
- > The end to end process was done manually right from preparing car checkups to the end of the service which remained as a great challenge.
- > The client had a team to inspect cars before and after every service. This process possesses a lot of administration work such as preparing checklist, maintaining records and so on.
- > This was not an easier task for the client to follow for multiple customers. Therefore they wanted the process to be simplified.

### ◆ Solution Provided

Shloklabs has approached to provide a solution for the above mentioned Challenges, The solution provided is a Car Check app that can be used in Garage to maintain damages & repairs performed in a car. Normally a Car which enters into the Garage passes through several stages. The process goes on as following,

#### Pre-Work Inspection

A mobile application is developed on IOS platform for Car-Experts at garage. A web interface is created between the end-user and the client for administration purposes. The customer requests for service from the client through the web interface where an offer is sent to the customer. After the customer accepts the offer, the car is repaired against all the damages.

When a car enters into the garage for service, pre-work inspection is done on cars to quote the problems faced by the customer. A car check is created by the Car-Expert where the parts to be serviced are selected in the listed out car-parts and Photos can also be taken highlighting the damaged areas. The car check has an option to update the service status as "Yes" or "No". We have provided all the information the Car-Expert will need to prepare for his inspection in his tablet in matter of clicks.



## Pre-Work Inspection

Post-work inspection is the process done after the car undergone service...

After the pre-work inspection process is done, the car is repaired against all the damages. Once the repair process is completed the car comes back to the Car Expert for verification. Now the admin will see a new button "Repaired" in addition to the "YES" and "NO" button. The administrator changes the status of the Car check as "Repaired" using the web interface. Once the Car check status changes to "Repaired", the Car Expert can once again download the car check. This time the Car Check is downloaded all the Damages, for which the Car expert must change the status to "Repaired". Then the Car Check is been approved and signed by both the Car Expert and the Car Driver/Owner. The total number of damages and the net value of all the damages will be shown. User can also take a new photo of the Car Part confirming that the part is repaired.

## ◆ Business Impact

- > Time consumption is reduced
- > Data collections during inspections are highly automated.
- > The application helps the organization to ensure uniform quality level across all Car-Experts.
- > Data is updated transparently, while the user gets relevant notifications when any update requires their attention.
- > More user-friendly
- > This application is been Accessed by more than 60000 users and increasing.