CAR REPAIR

CAR REPAIRS

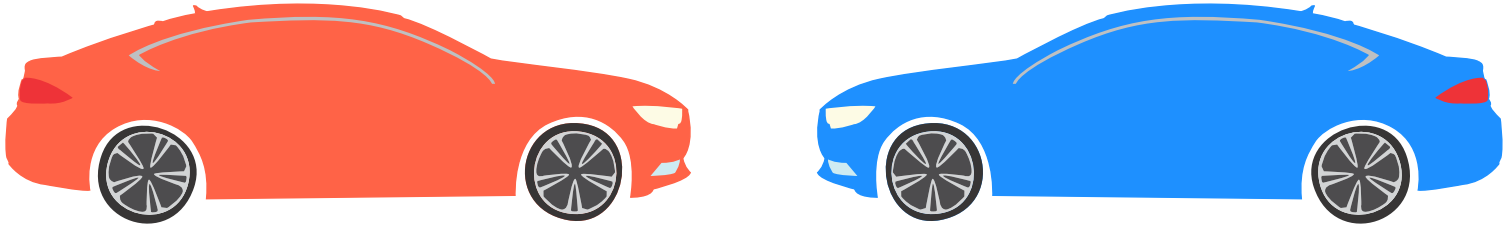
THE PROBLEM

- uncertainty
- poor communication
- inconvenience
- inefficiency

THE SOLUTION

Connecting customers with mechanics

Bridging the communication gap



⇓

A way for mechanics to communicate with people getting their car repaired

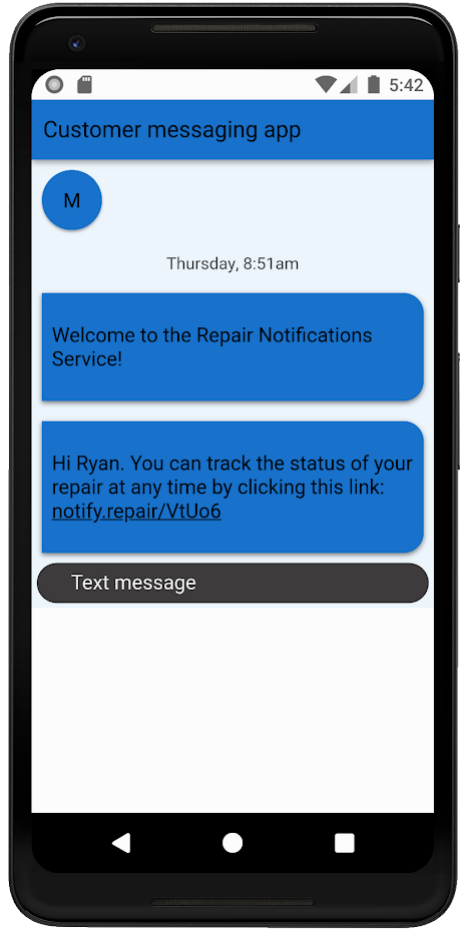
NOTIFICATION DELIVERY SYSTEM

REPAIR NOTIFICATIONS

DEMONSTRATION ⇢

CUSTOMER PHONE:

- text message
- link to website
- track the repair status
- get notification updates



IPAD APP FOR THE MECHANIC

6:05

Mechanics iPad

+

Charlie

Ryan

Emily

Benjamin

Emily

Toby

Zoe

Toby

Adam

Ryan

Thomas

Zoe

Dan

Ryan

Benjamin

Amy

TRY IT OUT!

HTTPS://NOTIFY.REPAIR

FEATURES

- Notification updates
- Reduced *friction* to communication
- New part approval or rejection

- Easy call requests
- Instant notification delivery
- Pre-formatted messages

BENEFITS TO THE CUSTOMER

- can view notifications at any time
- avoids getting calls while at work
- prevents surprise billing
- more time to consider a part purchase

- avoids unnecessary phone calls
- easy to phone the mechanic if need be
- no uncertainty about the current state of the repair
- fully informed throughout the process

UX

- great user experience
- huge improvement over phone calls
- simple, minimalist user interface

BENEFITS TO THE MECHANIC/WORKSHOP

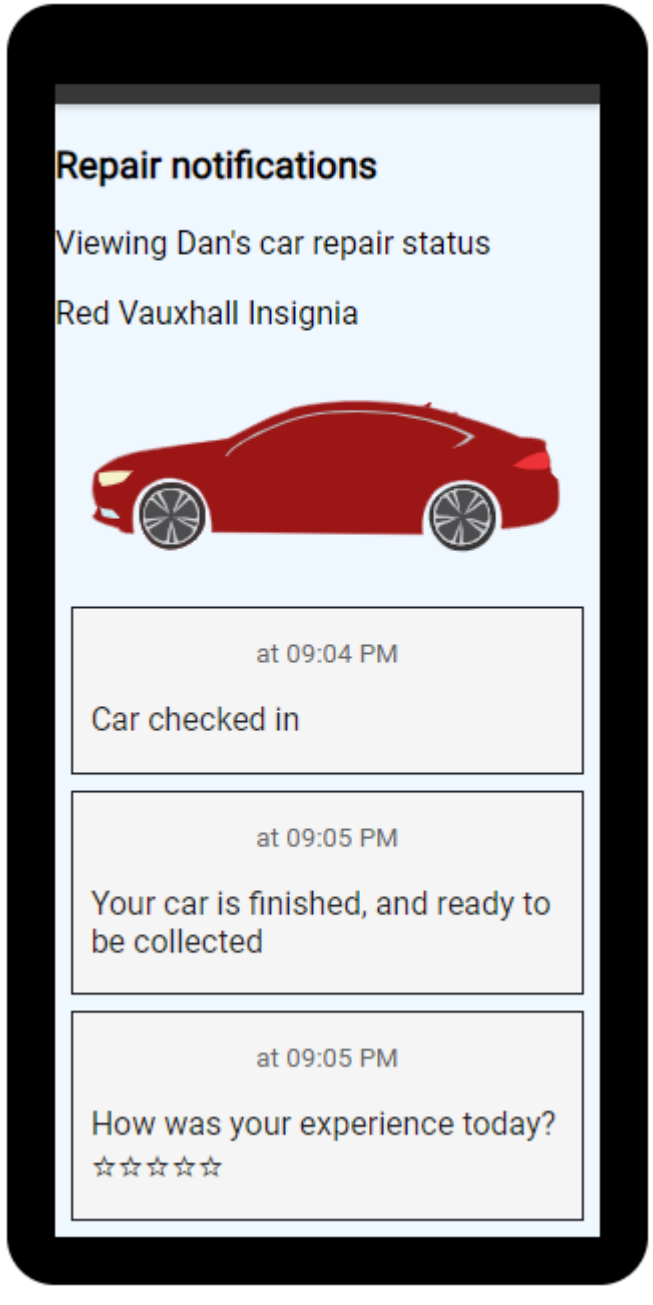
- save time
- less time on phone, more time fixing cars
- no missed calls to customers
- easy to keep the customer in the loop

- confirmation to purchase new part
- collect data analytics
- increased customer satisfaction
- solicit reviews from customers

REVIEWS

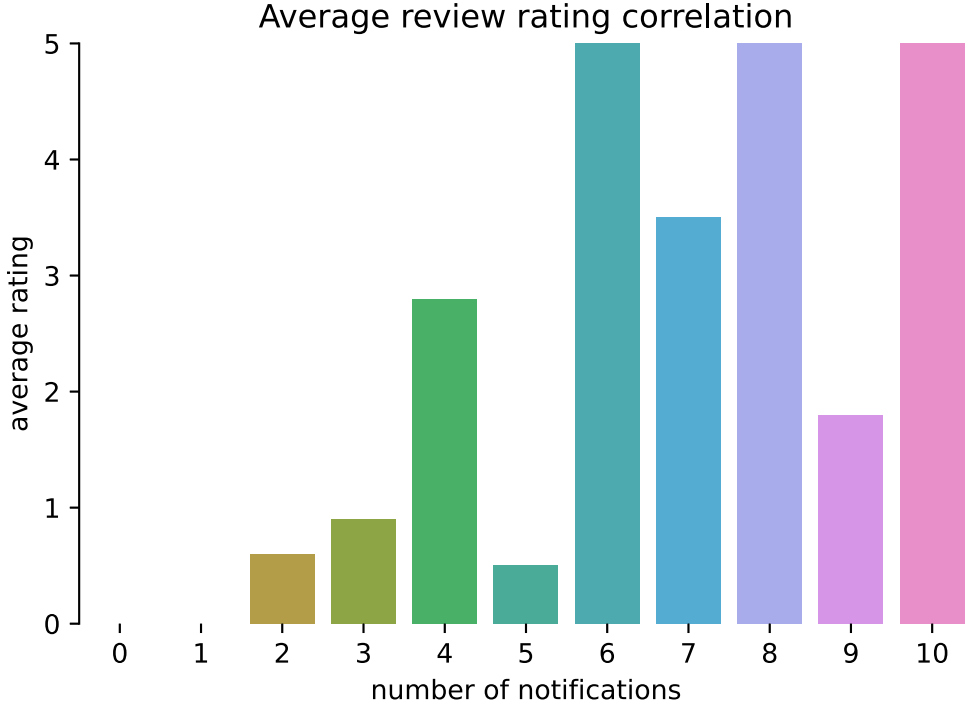
GET REVIEWS

- easily get feedback
- people more likely to respond
- less effort than a phone call
- easier for analytics



ANALYTICS

- improve product based on usage
- add new features
- customer insights



CUSTOMER INSIGHTS

- find trends
- discover links
- improve services

INTEGRATION

- car owner apps
- mechanic iPad part apps
- Keyloop Cloud hosting
- DMS integration

SCALE

- No tech limits on scale
- One time development cost
- Global use case

BUSINESS CASE

- to Keyloop
- to dealers

KEYLOOP BUSINESS CASE

- upfront costs of development
- monthly subscription charge
- recurring revenue stream

DEALERSHIP BUSINESS CASE

- predictable expense (helps budget)
- improved customer satisfaction/retention
- data collection
- solicit ratings and reviews

SUMMARY

This app brings much needed modernisation to the car repair industry, benefiting the customer, the dealer and Keyloop