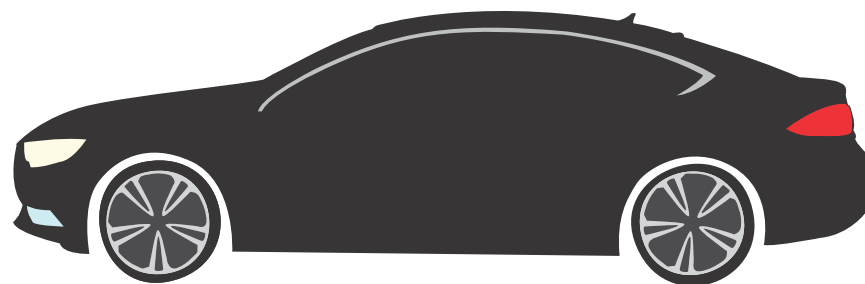


# CAR REPAIR



## CAR REPAIRS

# THE PROBLEM



uncertainty



poor communication



inconvenience

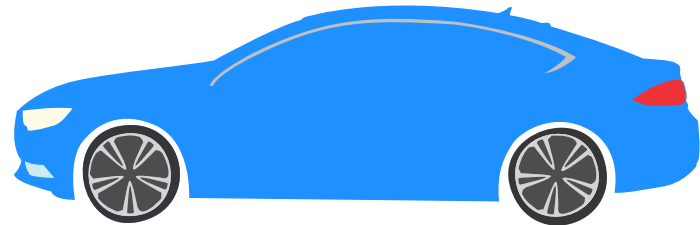
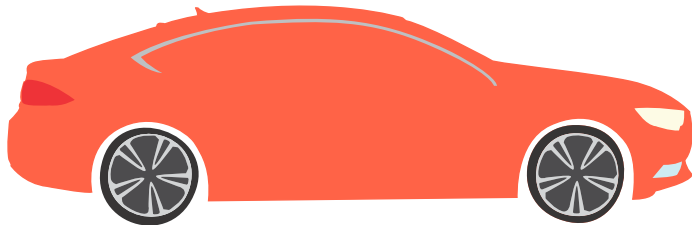


inefficiency

# 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**

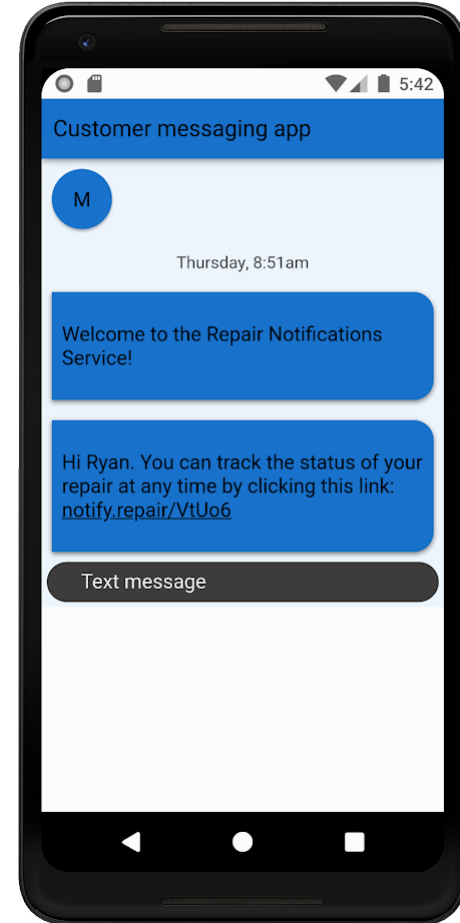


# REPAIR NOTIF

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<br> | Ryan<br> | Emily<br>    | Benjamin<br> | Emily<br>  |
| Toby<br> | Zoe<br>     | Toby<br> | Adam<br>     | Ryan<br>     | Thomas<br> |
| Zoe<br>  | Dan<br>     | Ryan<br> | Benjamin<br> | Amy<br>      |   |





# 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

# REVIEW





## GET REVIEWS



easily get feedback



people more likely to respond



less effort than a phone call



easier for analytics

### Repair notifications

Viewing Dan's car repair status

Red Vauxhall Insignia



at 09:04 PM

Car checked in

at 09:05 PM

Your car is finished, and ready to be collected

at 09:05 PM

How was your experience today?

☆☆☆☆☆

# ANALYTICS



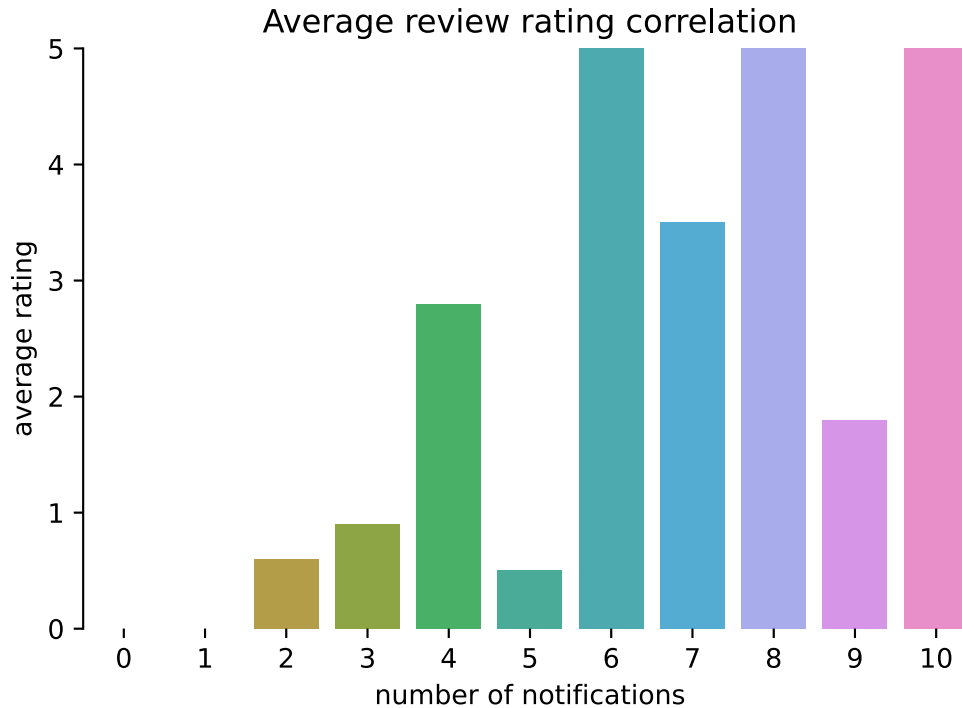
improve product based on usage



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

# BUSINESS CASE



to Keyloop



to dealers



to customers

# SUMMARY

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