

AuDaCon AG / AuDaConCONTROL Combines Interests Of Several Target Groups

Managing Service, Maintenance And Repairs Online

Not only in times of economical downturn fleet managers and leasing providers as well garages, dealers and manufacturers are seeking to optimize their work processes and save money.

AuDaConCONTROL, a well sophisticated and efficient solution is presented by AuDaCon AG to support these demands. The online based system offers all participating market actors a transparent and stepless planning and processing of service, maintenance and repairs during the entire live-cycle of a vehicle.

During the development process of AuDaConCONTROL a central role was taken by mapping and considering the entire live cycle and value chain of a vehicle. For the developing team it was a matter of course to keep demands of all market participants in view. Their target was, amongst others, to create a system that offers cost-saving-potential. "Exactly this was the challenge which we put in the middle of our considerations", explains Frank Johne, project manager AuDaConCONTROL. "It was our target to develop a system which is not sharing its advantages onesided. It rather shows to all parties involved that coordinated, integrated and transparently aligned processes allow opening and utilising room for improvements and efficiency."

With AuDaConCONTROL as the central processing platform cost for service, maintenance and repairs can be made transparent. They can be comprehended end-to-end, based on vehicle manufacturer data and guidelines. This creates an infrastructure to digitally and automatically process work-loads, proposals and claim authorizations. The entire process including all required work and services can be visualized by character, extend and frequency. It can be checked and set in comparison to vehicle manufacturer data and information. It is possible to bundle and simplify processes and to minimize administrative effort.

Flexibility And Full Automation

According to project manager Frank Johne advantages for all participants are resulting from AuDaConCONTROL. Significant skills lay in its high degree of flexibility and the full automation of processes executed in the back ground. For the entire garage business leasing companies and fleet owners face only one online accounting partner. On a highly professional level they are offered a consequently digitised and efficiently developed process of service, maintenance and repair claims.

By integrating AuDaConCLEAR, an optional component, centralised transfer of money and funds is made possible. Next to a consistent invoicing system, digital processing becomes an important advantage to fleet managers. One crucial argument towards AuDaConCONTROL is saving time and delays, which will generate customer loyalty.

The internet platform acts as a central processing system and point of contact for participating garages. As soon as a claim is authorised, either manually or automatically, AuDaConCLEAR collects and assimilates all financial demands. Within clearly defined payroll cycles the collected

claim data are forwarded to leasing providers and fleet owners, which in return are relieved from numerous individual vouchers. At the same time administrative processes are shortened, since laborious enquiry calls are minimised. AuDaConCONTROL also gives vehicle manufacturers the opportunity to secure and increase their market shares in the very competitive segment of vehicle fleets. The significant process optimisation will open access to a very eminent market place. Instead of depending on various partners with service, maintenance and repair work around the automobile, all jobs can be accomplished with only one partner thanks to AuDaConCONTROL. For example customer friendly combination of service and tyre change appointments are now possible for all participating garages, since AuDaConCONTROL offers one central online platform to connect garages, leasing providers and fleets. Clearing house functionalities are another crucial advantage of AuDaConCONTROL and, like the automated invoice audit, it also leads to a decrease in administrative costs.

Advantages For Garages

Not only vehicle manufacturers, fleets and leasing providers will benefit from AuDaConCONTROL. In order to allow garages to concentrate on their core competence, processes were designed basic and coherent. After a vehicle is brought to a garage partner, a claim is opened through AuDaConCONTROL. From a predefined menu service work is selected in accordance to manufacturer guidelines. Overlap calculation is considered. The dynamically generated service plan only contains previously selected and manufacturer related jobs. Additional vehicle-specific repair information, technical manuals, filling rates and adjustment data are available as an option.

On the fleet side claims are processed, authorised or rejected position by position. Alternatively to the manual process the system falls back on a vastly automated body of rules. The integrated rules assistant will process a high percentage of repeating service and maintenance work, leading to a measurable minimisation of administrative effort. "A clear and flexible design of AuDaConCONTROL allows its utilisation also for other areas like glass repairs or tyre business, nationally as well as internationally", explains Johne. System functionalities enable classic, paper-based or entirely digitised administration, as far as it is accordable with legislative bodies.

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