



Windscreen Repair and Replacement Company Autoglass Alleviates Administrative Headache Using .Smart Technology From Momote

Challenge

Autoglass® is the leading vehicle glass repair and replacement specialist in the UK. Autoglass® has over 2000 employees, 1200 of whom are mobile technicians working out of 119 branches. Their national glass repair and replacement service is available 24/7 and serves over 1.3 million customers each year.

Autoglass® offers a mobile windscreen repair service which eliminates the need for some windscreens to be replaced. There are rules in the MOT vehicle test specifying that certain windscreen chips must be repaired, particularly if the damage is in the area swept by wipers. Left unattended, it is possible that chips can turn into cracks, necessitating a completely new windscreen.

The administration of the repair service was previously based on a paper system which required a significant amount of data to be manually entered for every job. Technicians had to visit the office twice a day to collect and drop off paperwork. When technicians required additional job information they had to take up the time of call centre agents reading out the details over the telephone. Payments were then processed on a weekly basis once all paperwork was collected and processed.

The challenge was to streamline as many of these processes as possible to reduce the amount of time spent completing paperwork and allowing technicians to complete more jobs. In addition, Autoglass® aimed to shorten the payment cycle so that invoices were paid at the time of repair, rather than a week later.

Solution

Using Momote's .Smart technology, an end-to-end mobile application was developed in just 4 weeks and rolled out to 150 Autoglass® repair technicians.

Autoglass® mobile application fully automates repair jobs from beginning to end - ownership of the vehicle is initially validated and the owner's insurance checked to see whether it covers windscreen repair, via an interface to the DVLA. Data is then entered directly into the technician's device in front of the client. This takes just a few minutes per job and completely replaces the previous paperwork. Photographs of the windscreen are taken before and after the repair for validation. Finally, the client's signature is captured on the PDA on completion of the job and a fully itemised receipt is printed.

Benefits

Momote's .Smart technology facilitated the development of a mobile application that has vastly increased the efficiency and cash flow performance of Autoglass® service.

Rather than completing paperwork and getting it to and from the local depot every day, each technician's time is now spent more productively on-site completing additional jobs. The service also bills each job as and when it is completed rather than on the previous weekly basis, vastly reducing the payment cycle.

Finally, eliminating the need for manual data entry has significantly cut the number of duplicate and erroneous entries, this was particularly an issue for fields such as the Vehicle Registration Number (VRN), meaning Autoglass® can process claims correctly first time further speeding receipt of payment.

'By freeing up time previously spent recording information on paper and getting those documents to our local depots, technicians now complete typically 1 or 2 extra jobs per day.'

Nigel Doggett
Managing Director
Autoglass