

SUCCESS STORY

Streamlining the Mercedes – Benz Service Experience with DSD Tab

Revolutionizing Automotive Service: The DSD Tabs Application

Company Name
Mercedes Benz

Industry
Automobile

Location
India

Impact
Improved Operational Efficiency and Increased Throughput

Application
DSD tabs

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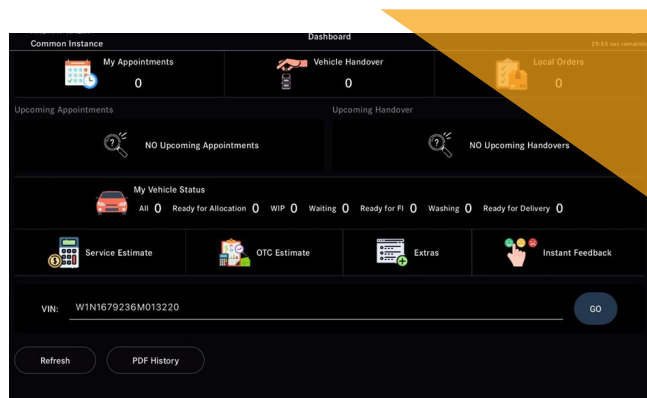
Streamlining the Mercedes - Benz Service Experience with DSD Tabs

A CASE STUDY

Revolutionizing Automotive Service with the DSD Tabs Application

Background

The existing vehicle inspection application for service advisors lacked modern features and compatibility, leading to inefficiencies and customer dissatisfaction. With outdated technologies and inadequate support for updates, it hindered the ability to conduct thorough vehicle checkups and generate comprehensive reports.



Challenges Faced

● Outdated Legacy Systems

Legacy applications often lack compatibility with modern devices, hinder real-time updates, and struggle with integration, leading to inefficiencies and data silos.

● Manual Processes

Manual inspection processes and report generation were time-consuming, prone to errors, and lacked transparency for customers.

● Redevelopment Complexity

Navigating the intricacies involved in redeveloping the DSD Tabs application from scratch, including the need to analyze existing functionalities, migrate data, and incorporate new features, all while minimizing disruption to ongoing service operations and ensuring a seamless transition for users.

Our Approach

Streamlining Service Processes

To address these challenges, a new application, the DSD Tabs, was developed using Flutter, ensuring compatibility with both iOS and Android platforms. This application aimed to provide service advisors with a user-friendly interface for conducting comprehensive vehicle checkups and generating printable PDF reports for customers.

Solutions

- 🕒 **Mobile-First Experience:** The mobile app empowers service advisors with on-the-go access to customer information and inspection tools.
- 🕒 **Comprehensive Checkups:** Service advisors can input various details about the vehicle, including dents, parts assessment, tire depth, replaceability, and engine oil status, ensuring thorough checkups.
- 🕒 **Automated Reporting:** The app generates detailed and transparent reports after inspections, ensuring clear communication with customers.
- 🕒 **Customer Feedback Mechanism:** The app allows agents to add customer feedback, empowering dealerships to continuously improve their service.

- 🕒 **Secure Data Storage:** All customer data is securely stored in the CMS backend system, ensuring the confidentiality and integrity of customer information.

Business Outcomes

User Adoption Rate

50% adoption through a user-friendly design, mobile support, and intuitive workflows.

Customer Satisfaction (CSAT)

70% satisfaction by offering transparency, service history, and real-time feedback features.

Operational Efficiency

25% efficiency improved through streamlined inspection processes and reduced manual work.

Reduced Application Risk

60% Lowered app-related risks with a modern, secure architecture and updated tech stack.

Boosted Application Performance

30% Performance Enhanced with faster load times and optimized UI/backend interactions.

Instant Resolution for Critical Issues

24/7 resolution capability through real-time event handling and system alerts.

Key Areas of Expertise Demonstrated

● Mobile App Development

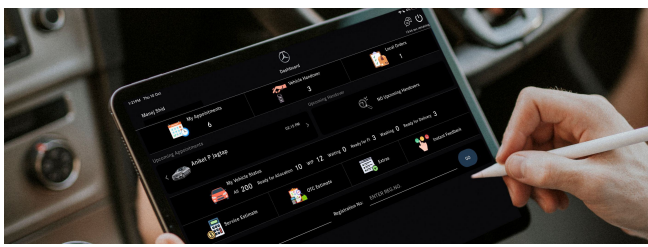
Our team possesses the skills to develop cross-platform mobile apps using frameworks like Flutter, ensuring a wider reach and efficient development.

● Industry Knowledge

Detailed descriptions of vehicle inspection processes and service operations demonstrate a deep understanding of the automotive service industry's requirements and challenges.

● Backend System Integration

Our team can seamlessly integrate mobile apps with backend systems like the CMS to ensure data security and efficient information flow.



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