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1-1 Repair Platform – The clever way to inspire your customers.

Are you familiar with these challenges?

- Customers prefer independent repair shops to brand-bound repair shops.
- By automobiles with a higher vehicle age (4 years +), the price sensitivity increases
- There is often a supply problem with the deployment of spare parts of older vehicles
- The process of placing an order and the execution of the repair of spare parts are generally lengthy
- The lack of qualifications of repair service providers usually cause problems

Our solution

The 1-1 Repair Platform ensures fast processing of repair of spare parts (leather repair, electronic components etc.). Through our 1-1 repair platform, relevant documents such as shipping labels or information on e.g., error codes of an electronic component are transmitted between the dealer and the remanufacturer. Professional repairs are carried out by suppliers certified by Encory. The order creation and billing is done through the OEM's own systems.

Less than
10 min

processing time for
order creation

Up to
72 h

from order to
installation of repaired
part

*“We can help you
with this IT solution
that your customers
get a replacement
part for their vehicles
quickly.”*

Up to
70%

cost reduction in
comparison to a
new part



Live chat function with
repairer for queries

*“Through the chat
function, questions or
missing information
can be exchanged
flexibly at any time.”*

What distinguishes Encory from others

Encory develop and operate end-to-end circular solutions for aftersales. From the implementation of sustainable remanufacturing projects to entirely taking over the reverse supply chain to the purchase of obsolete products and secure recycling – we create and manage closed loops. As an innovative and experienced partner and solutions provider, we have acquired a high level of process and system know how to handle complex requirements from our customers and partners.

In 5 steps to
implemented
software:

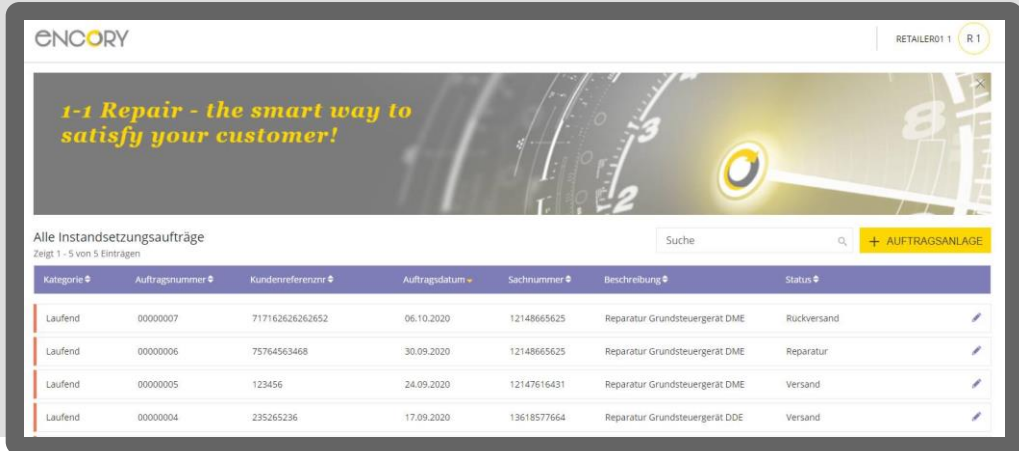


Status Quo
system landscape



Interface structure





Transparency

- ✓ **Complete transparency** of recently created and completed repairs
- ✓ **Real-time repair status** (incl. Live – Tracking) available
- ✓ **Brief period** between the repair and installment of the part

User-friendly

- ✓ **Intuitive and straightforward operation** via the self-explanatory user interface and logical menu structure
- ✓ **Chat function** between dealers and repair service provider for possible inquiries
- ✓ **Integration in the existing system environment** – Dealer acts on a familiar system interface
- ✓ **Repair service providers unaffiliated** – Integration of multiple repair service providers in one system

Efficiency

- ✓ **Clearly structured software** with maximum benefits
- ✓ Increase of **efficiency and productivity**
- ✓ **Assurance of data security**
- ✓ **70% cost savings** using 1-1 repair instead of new parts

**Retain control –
with our 1-1 Repair Platform.**

Implementation in Encory system landscape

Online training & go live

Operation & support by Encory

GET IN TOUCH



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ENCORY
AFTERSALES
SOLUTIONS.
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