

bizzomate

build an agile business

Automotive service provider chooses digital innovation

As a global leader in the automotive service field, the service provider is constantly engaged in optimizing and innovating its core activities. As part of this endeavour, they turned to Bizzomate to completely digitize its services related to the processing of claims, mainly for insurers and leasing companies, and to make this as straight-through processed (STP) as possible. Aided by the unique combination of the Avola Decision management tool and the Mendix rapid application development platform, a dynamic case management application for proactively managing and processing claims was developed.

Value

- ✓ Operational efficiency
 - ↳ 30% time-savings
 - ↳ 30% efficiency gain
- ✓ Futureproof
 - ↳ Digital
 - ↳ Transparent
 - ↳ Customer centric

Investement

- ✓ 12 weeks 2 FTE
- ✓ Ongoing improvements

How

- ✓ Agile process in cooperation with the business
- ✓ Mendix application combined with Avola Decision
- ✓ Shell on top of Exact Synergy
- ✓ Automated e-mail and scan routing
- ✓ Straight to Processing
- ✓ Dynamic SLA management
 - ↳ System decides which SLA agreements are applicable

Connections

- ✓ Exact Synergy
- ✓ MS Graph
- ✓ Knowliah (DMS)