



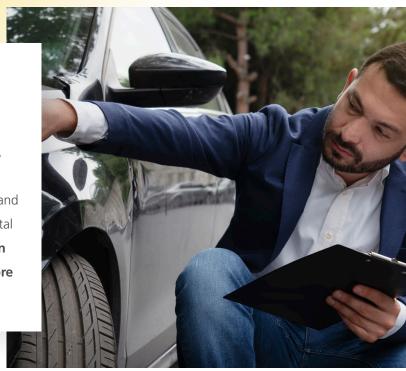
Intelligent maintenance and damage management transforms car & van rental giant's operational efficiency, cost and customer satisfaction

A LTIMindtree customer success story



#### **Client Overview**

The client is one of the world's leading provider of mobility solutions, offering a range of options, from car and van rental to on-demand car sharing. The mobility landscape is a rapidly changing space and our client is focused on reinventing car and van rental experience. With an annual revenue of \$9 billion and fleet of 600,000 vehicles, it operates in more than 11,000 locations across 180 countries.



# **Challenges**

The client unit was incurring high operational and damage repair costs in the absence of a robust EMEA -wide application and lack of consistent best-in-class business processes. There were **frequent complaints** with respect to damages - fuel recordings were cap- tured and charged in the **absence of photo evidence** and digital signatures from customers - which negatively affected the customer satisfaction score. Also, considering the client spent more than \$200 million a year on vehicle maintenance across EMEA, even a slight improvement through standardization at scale meant a lot in terms of bottom-line improvements.

## LTIMindtree's Solution

LTIMindtree worked with the client to come up with a four-step process to assess and report damages on their vehicles. These steps comprised **capturing the damage**, **analyzing and comparing it**, **assessing it and then finally, submitting the report**.

To address the problem statement, **LTIMindtree proposed a Maintenance & Damage Management System (MDMS)**, essentially a Windows smartphone-based application that allows standard, robust, cost-effective EMEA-wide vehicle maintenance and repair, leveraging best-in-class business processes.



The application also **enables paperless transactions** with the capability to capture the electronic customer signature and digital image capture of damage.

As part of the solution, the rental service agent can **manually inspect** the exterior and interior of the vehicle for damages during what is a standardized vehicle inspection process. Once a damage is identified, the agent can then **access the history** of the vehicle on the app to confirm if it is a new damage or an existing one. If it is an existing damage, there is no need of any action. However, if it is a new damage, the agent can initiate the **damage logging process**, where they can select the part, severity, capture images etc. Additionally, the agent can select **'compare and fetch new images,'** after which, the new damages are identified, and the **cost is calculated based on predefined business logic.** The agent can then edit the cost, if required, and select 'submit.' The app can also help detect the severity of the damage, and can categorize them has 'high' or 'medium.'

### **Business Value**

- **Standardization** of the damage identification and estimation process.
- Reduced in-life maintenance and damage repair costs by directing maintenance and repair activity
  automatically to the best value supplier.
- **Reduced customer disputes** and adjustments relating to fuel and damage charges due to electronic capture of customers signature at return and digital images of new damage.
- Reduction in the headcount through reduced invoice handling and manual hand-offs.

#### **Benefits**

- Approximately 20% savings in operational cost, leading to reduction in repair cycle due to automation, best possible repair costs and damage billing.
- Approximately **10% improvement in the NPS** by offering better vehicles and accurate billing. This also led to avoiding customer disputes due to photo evidence.
- Better visibility of the available fleet & inventory.
- Automation reduced repair cycle slack days by 40%.
- **Incentivizes employees and agents** to accurately identify and report damages, leading to lesser disputes, lower maintenance costs and higher customer satisfaction.



## **Client Testimonial**



The app is really modern. We like it since it is modern & smartphone based. It is very straightforward, saves a lot of time and avoids any ambiguities/confusion amongst the field staff. Please convey my wishes to and appreciation to the entire team.

—The client's Group IT Director



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