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Premiere at CES 2018 in Las Vegas

Arvato Presents Concept for Digitizing Automotive Services

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Gütersloh – As an expert in the digitization of after sales information, Arvato SCM Solutions is working collaboratively with the engineering partner IAV to develop a concept for the future of automotive after sales. The Digital Service Assistant (DiSA) is the new digital platform to integrate current automotive trends and new technologies into the service process to create an optimal and transparent customer experience.

The idea behind DiSA is to support the service process holistically and to avoid media disruptions from the very first warning message leading up to troubleshooting and accounting of the supplied services, while using modern, digital tools and methods. Innovative technologies, such as for example augmented reality, are implemented to intelligently interlink current automotive trends like autonomous driving, connectivity or the utilization of forecast data from the service cloud. The business unit Corporate Information Management (CIM) of Arvato SCM Solutions can leverage its expertise to evolve complex IT solutions and combine this with its automotive industry expertise that ranges from content creation to the development and IT operations of applications. Arvato even manages the logistics associated with the necessary hardware.

Boris Scholz, President of CIM – Arvato SCM Solutions: “Together with IAV, we visualize the digitized service process. In doing so, we focus on the perspectives of end customers, workshop operators as well as service staff.”

DiSA is distinguished by its intelligent combination of diagnostic and repair data, featuring automated digital communication, both during the repair process and encompassing interactions with the vehicle user. When the vehicle registers an error, its relevance and urgency are first evaluated by comparing the error with data from the service cloud. This is followed by an automatic notification of the service provider, including an automatic appointment scheduling generated within the vehicle. The user then uses his smartphone app to confirm the order and render payment. At the same time, the system notifies the workshop to let them know when the vehicle is due to come in, while transmitting the predicted diagnostic data.

Another focus of DiSA is the actual repair process itself: Using augmented reality (AR) glasses, the location of hidden, potentially damaged components is visualized based on CAD data. In combination with the on-screen display of additional parts information alongside

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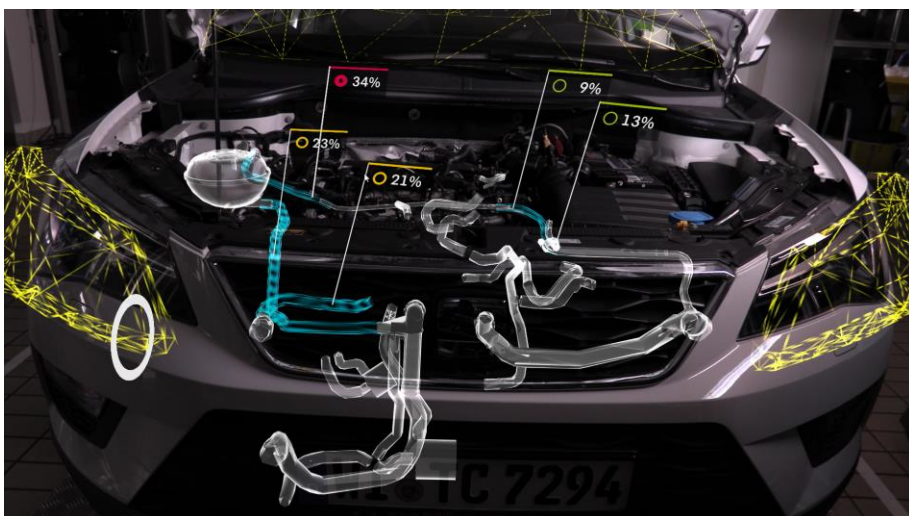
animations depicting their assembly, this considerably accelerates the repair process.

“The intelligent linking of real CAD data and text-based repair information within a modern IT application reveals practical and convenient added value of Augmented Reality”, explains Ulrich Kreidner, Vice President Digital Solutions at Arvato SCM Solutions.

Press photos



The on-screen display of additional parts information alongside animations depicting their assembly, accelerates the repair process.



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About Arvato SCM Solutions

Arvato SCM Solutions is an innovative and international leading service provider in the field of supply chain management and e-commerce. Partners come together with industry specialists in the fields of Automotive, Bank, Insurance, Consumer Products, Healthcare, Hightech, Entertainment, Publishing and Telecommunication. More than 14,000 employees work together to provide practical and relevant solutions and services worldwide. Using the latest digital technology, Arvato develops, operates and optimizes complex global supply chains and e-commerce platforms, as the strategic growth partner for its customers. Arvato SCM combines the know-how of its employees with the right technology and appropriate business processes to measurably increase the productivity and performance of its partners.

Arvato SCM Solutions is part of Arvato, a leading international service provider. Approximately 70.000 Arvato employees in more than 40 countries design and produce innovative solutions for business customers from all over the world, covering a wide range of business processes along integrated service chains. These include financial, CRM, SCM and IT solutions, as well as digital marketing services. Arvato is a wholly owned subsidiary of Bertelsmann.

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