

PRESSEMITTEILUNG

CES – Consumer Electronics Show

Arvato's Automotive Services digital platform on show at the CES in Las Vegas

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Gütersloh, Germany/Las Vegas, Nevada – As every year, the Consumer Electronics Show (CES) in Las Vegas rings in the new in electronics and information technology. Not only are innovations and breakthrough technologies in consumer electronics being presented there from January 9 to 12, 2018. More and more automotive manufacturers and service providers are gathering at the CES to pave the way for integrating IT into vehicles. This year in Las Vegas, Arvato SCM Solutions will be showcasing Digital Service Assistant (DiSA) – its innovative, digital platform for automotive services of the future.

“It’s no secret that digitization has penetrated in the automotive sector. Yet, there is still some catching up to do, above all in service processes and that is exactly where we come in with our DiSA,” explains Boris Scholz, Managing Director Corporate Information Management (CIM) at Arvato SCM Solutions. This unit is moreover the first business unit at Arvato ever to exhibit at the CES.

Developed in collaboration with Arvato's partner IAV Automotive Engineering, the Digital Service Assistant links current automotive trend functionalities like autonomous driving and vehicle networking with innovative technologies like augmented reality (AR) to create the ultimate and transparent customer experience. Whenever malfunctions in the vehicle occur, the DiSA starts by performing a comparison with data in the cloud to estimate the urgency and then automatically informs the repair garage. Appointment scheduling and payment are also transacted via the DiSA smartphone app. The workshop benefits from this networking as well because it automatically receives a transmission of the vehicle data and the anticipated extent of servicing.

Another focus is on its use in the actual repair process itself: “AR glasses are used to visualize damaged components or display additional information, thereby facilitating the technician's work immensely,” says Ulrich Kreidner, Vice President Digital Solutions at Arvato SCM Solutions. This way, DiSA is designed to make the entire service process more efficient and more transparent for end customers.

Last year, more than 150K business leaders and pioneering thinkers got the latest hype on innovations from over 3,000 companies exhibiting at the CES.

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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.

For more information, please visit scm.arvato.com.