



Mindtree

A Larsen & Toubro Group Company



# A Mindtree customer success story



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





## About the client:

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.**

## Problem statement:

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 captured 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.

# Mindtree's solution:

Mindtree 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, **Mindtree 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 as '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:

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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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## About Mindtree

Mindtree [NSE: MINDTREE] is a global technology consulting and services company, helping enterprises marry scale with agility to achieve competitive advantage. "Born digital," in 1999 and now a Larsen & Toubro Group Company, Mindtree applies its deep domain knowledge to more than 260 enterprise client engagements to break down silos, make sense of digital complexity and bring new initiatives to market faster. We enable IT to move at the speed of business, leveraging emerging technologies and the efficiencies of Continuous Delivery to spur business innovation. Operating in 24 countries across the world, we're consistently regarded as one of the best places to work, embodied every day by our winning culture made up of over 29,700 entrepreneurial, collaborative and dedicated "Mindtree Minds."