



# AVL Digital Interaction

Enjoy the transformed support experience

## THE CHALLENGE

The speed of technological development as well as increasing time and cost pressures confront the automotive testing laboratories with new challenges. Maximizing the productive output of already existing testing installations is therefore a vital necessity. When working with equipment suppliers to implement fast and sustainable solutions, there are often inefficiencies in business-to-business interactions and communication which need to be improved.

## THE AVL SOLUTION

AVL Digital Interaction enhances customer support when interacting with AVL. Making full use of the connectivity made possible by the digitalization of processes and the integration of ERP and CRM systems into complete web-based solutions, the speed of information exchange, the transparency of communicated data, and the functionality offered to the users open up new horizons.

Providing an online portal for the support of all AVL testing equipment, AVL Case Management gives the customer convenient and direct access to the AVL organization. This ensures the efficient handling of service cases. Single-source and fact-based communication as well as dashboard-based reports provide clarity and help to avoid redundancies. The increased transparency created by a comprehensive case overview and traceability of records raises the level of confidence in the support process even further.

The AVL eShop™ provides convenient and free online access to essential information on the in-use support of AVL testing equipment. Intuitive functions enable customers to access support-related information, order parts online, track shipments, and contact AVL with qualified inquiries. The increased possibility for self-help empower users to shorten the time-to-solution and creates confidence for the work with AVL testing equipment.



AVL Case Management



AVL eShop™



**AVL Case Management** is an online portal which helps the test field support manager to efficiently solve service requests related to AVL test systems and instrumentation.

To ensure an efficient workflow, the portal features an overview of current cases, the status of the solution progress as well as required customer actions. Maintenance and calibration slots for dedicated devices can be conveniently selected and managed online. The joint platform provides a "single point of truth" where commitments and results are documented to avoid redundant communication and miscommunication with AVL support organizations. The case history provides a solution database which reduces the time-to-solution and supports continuous improvement efforts. Dashboards and customizable reports enhance information visibility and facilitate fact-based communication with test operations, management, and AVL.

Case Management is ready to use and does not need any setup or installation. Furthermore, it is fully integrated into AVL's core processes and the AVL Digital Services tool landscape. In summary, AVL Case Management is an efficient tool allowing test field support managers to conveniently interact with AVL and gain confidence through increased visibility and control.

- Transparent and complete overview of AVL-relevant service cases
- Traceability of historic information (e.g. for statistical evaluations)
- Dependable interaction and avoidance of redundant communication
- Fact-based, unambiguous interaction ("single point of truth")

With **AVL eShop™**, test facility support groups can access relevant information on AVL testing equipment in the in-use phase. Customers can also order AVL standard parts conveniently online.

Extensive search and filter functions allow fast and easy identification of spare parts. With real-time availability of all parts and express 24-hour delivery, customers can considerably reduce the downtime of their testing equipment. Time and cost-efficient part procurement streamlines commercial processes, reduces efforts for supplier management, and enables customers to hold smaller on-site part inventories.

The eShop's one-stop-shop experience is complemented by product documentation access and comprehensive information about available services like maintenance, factory calibration, repair and training. The intelligent product advisor supports users in configuring measurement devices and downloading personalized quotations for informed discussions with their partners at AVL.

The eShop is a convenient information platform regarding AVL testing equipment. Facility support groups can confidently identify the right solutions and enjoy a higher degree of autonomy in the problem-solving process.

- Around-the-clock access to information critical for the testing operation
- Fast spare part identification, plus efficient ordering and delivery process
- Reduced capital tied up in local part inventories, plus lower efforts for multi-supplier management
- Comprehensive overall solutions with complementary service offerings

## FIND OUT MORE

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