

## CASE STUDY

# How to address the new generation of service customers and attract more business?

Van owners have been turning away from authorized dealers for service, towards competitive independent repair shops.

The **new trapoFit concept** was created to tempt customers back, by reducing costs, optimizing workshop processes, and offering fixed-time, fixed-price.

**trapoFit** has adopted **OneDealer** to build a software platform that provides a consistent web-based sales and after-sales customer experience, direct interfacing with vendors and the reality of a paperless workshop.



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The **trapoFit concept** was created to realise a broader vision, to create an international franchise of fully-digital and lean vehicle service workshops, utilising best-of-breed technologies. The scale of the market is impressive, looking to initially expand to over 300 workshops and 4,000 users worldwide. **trapoFit** has been successfully piloted during 2017 and 2018 in cooperation with Schloz Wöllenstein GmbH in Chemnitz, Germany.

# trapoFit now attracts new service business by offering service packages with more attractive and transparent pricing than ever before.

**OneDealer** helped achieve this by:

- introducing radical workshop automation in labor and spare parts planning and handling, vehicle repair and clocking leading to **reduced costs up to 30%**
- offering customers an **engaging, interactive booking and vehicle reception experience**

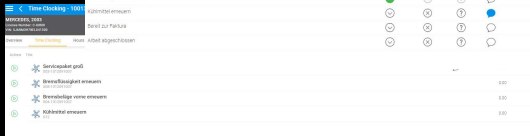
**OneDealer** runs on **SAP Business One for HANA** and works seamlessly with OneDealer's native DMS or any existing DMS, providing power and scalability to today's growing businesses. Feedback from **corporate fleet** customers is also very positive. OneDealer's intuitive web interface and MyAccount enables fleet managers to **centrally administer all vehicles, book service appointments easily**, receive **paperless invoices**, communicate directly with the dealership for **updates** and, ultimately, **pick up their serviced vehicles at the price and time agreed**.



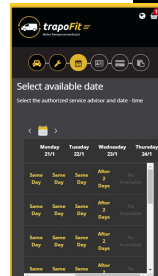
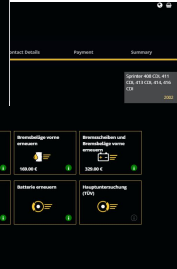
## Featured OneDealer products

- OneDealer Online Service Management
- OneDealer Digital Aftersales Workplace
- OneDealer Dealer Management System
- OneDealer Workshop Automation

## Large Service



## Select Model



Select Available Dates



## Customer benefits

- fixed-price, fixed-time service
- intuitive web booking with competitive, transparent pricing, service package selection, guaranteed vehicle pickup time and easy online payment;
- multiple brand / OEM support;
- real-time mobile status updates and job orders extensions approval;

**OneDealer's technology for our Lean Service Factory is process aware, crucial to the operation of our business and core to the success story of trapoFit**

*Gerald Maier, CEO, trapoFit GmbH*

## Business benefits

- automatic vehicle, job card and spare part creation, efficient spare parts procurement and labour management leading to **substantial costs reductions**
- complete finance and accounting;
- a complete digital after sales workplace for every dealership and workshop process;
- a comprehensive data analytics and business intelligence suite with real-time KPIs and reporting;
- mobile design for both customers and technicians for anywhere-anytime access.



trapoFit GmbH  
Chemnitz, Germany

Industry  
Vehicle repair

Expansion plan  
Over 300 workshops

Featured Products and Services  
OneDealer Online Service Management



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