



VOLVO

Volvo Cars Global, Integrated Aftersales Support Solution

Summary

Volvo's VIDA (Vehicle Information & Diagnostics for Aftersales) system ties together service manuals, electronic parts catalogs, service bulletins, menu pricing, software (firmware) downloads, fault tracing and onboard diagnostics to decrease workshop service cycle time and deliver fast and accurate price quotes.

Challenges: Maintain High Levels of Dealer Service & Customer Satisfaction

Volvo's challenge was to develop VIDA, the next generation of its aftersales dealer information system that provides electronic access to integrated parts, services, diagnostics and pricing information for all models of Volvo automobiles to a worldwide network of dealers and independent repair shops.

"Volvo Cars aims to be number one in customer service by developing and delivering innovative, user-friendly and flexible products, services and processes to our dealer network and customers around the world," says Lars Kullberg, director of technical service and car project management of Volvo Cars.

Solution: Advanced, Comprehensive System with Robust Search, Filter & Navigation

VIDA is based on the [Enigma 3C ® Platform](#), tying together Volvo's service manuals, electronic parts catalogs, service bulletins, menu pricing, software (firmware) downloads, fault tracing and onboard diagnostics. It is the most advanced and comprehensive system of its kind in the automotive industry.

The solution, with robust search, filter and navigation tools, provides technicians and mechanics with a customized and comprehensive view of all of the service, parts and diagnostics information they need for repair procedures and price quotes for any Volvo automobile.

Through Enigma 3C, Volvo Cars implemented "Horizontal Navigation" which allows mechanics to enter an automobile's Vehicle Identification Number (VIN) once, navigate to a specific section (such as the engine or brakes) and then seamlessly navigate across all the relevant information specific to the VIN in that section such as manuals, parts catalogs, fault tracing and diagnostics.

The solution also ties parts and service information into a software manager for ordering and downloading software to repair faults and update onboard electronic control units (ECU).

Deployed globally in 17 languages, the solution is built on Enigma's standards-based, open platform with a consistent, web-based user interface that supports both on-line and off-line environments (web and cd/dvd).

Being browser-based (thin-client), VIDA does not require installation on the client side, reducing support costs and allowing additional users to access the application over the Web at any time.

The solution also ties into dealer management systems (DMS) and other dealer-based back-office systems. Integration with a DMS provides part prices, inventory status and stock locations.

"With the success of our service partners in mind, we determined that Enigma's 3C Platform was the best choice to meet our dealer's demanding requirements for real-time service information," says Kullberg.

Benefits: Decreased Workshop Service Cycle, Improved Quality of Service Work

- By integrating all service, parts and diagnostics information into a single, easy-to-use solution, dealers are able to decrease workshop service cycle time, bolster aftersales efficiency, and promote more cost-effective service and repairs.
- A streamlined workflow guides technicians and parts personnel, eliminating guesswork and greatly improving the consistency and quality of service work across the dealer network.
- Fast and accurate price quotes are derived from relevant, real-time service and parts information.
- The flexibility of Enigma's n-tier architecture and J2EE standards-based environment provides Volvo Cars with the scalability, customization and integration needed to bring its complex content and back-end systems together in one unified, multilingual solution, while still retaining the ability to adapt the system to future business requirements.

"Our collaboration with Enigma will enable Volvo Cars dealers to provide more efficient service and support, ensuring that our customers quickly get their vehicles out of the shop and back on the road," said Kullberg.