



# From fax to Fixico: How digitalising repair management enabled Mobility Service to reduce damage costs by over 30%

*"With Fixico, costly inefficiencies and frustrating repair experiences are a thing of the past."*

– Paul Harms, CEO Mobility Service

## Their story

Mobility Service is a Dutch leasing company that operates a diverse fleet of over 6,000 vehicles. By actively promoting eVehicles, having a driver-centric approach and a highly-digital setup, Mobility Service is more than just another leasing company. As the first in the Netherlands to offer online financial lease contracts, and by importing the very first electric car in the Benelux back in 2009, the company has proven to be at the forefront of innovation.

## Their challenge

Despite embracing digital solutions, handling car damage used to be a completely manual process. Drivers had to report damage via phone and submit their European accident statement via fax or email. Damaged cars were picked up across the country and transported back to the company's headquarters in Groningen, before getting repaired. This process was both time-consuming and inconvenient for the driver, as well as labour-intensive and costly for Mobility Service.

## The Fixico solution

To live up to their promise of providing a seamless driver experience, Mobility Service set out to transform the way they handle car damage. By teaming up with Fixico, the leasing company has been able to fully digitalise their repair handling process, lower costs and significantly increase driver satisfaction.



Paul Harms, CEO Mobility Service

**Hassle-free repair journey**

With Fixico's user-friendly web app implemented on Mobility Service's website, reporting car damage has never been easier. Drivers simply upload photos, attach the accident statement and select which additional services they wish to use. Within 48 hours, they'll receive all relevant repair information and plan the repair on a date that fits their schedule.

**Easy repair management**

After a report is created, fleet managers immediately receive the first notice of loss and get access to all relevant damage information in a cohesive dashboard. In this digital environment, fleet managers are able to conveniently check real-time status updates, compare quotes, authorise repairs, pay invoices and even analyse the network performance.

**Intelligent allocation of repairs**

Depending on the level of complexity and Mobility Service's specific requirements, repairs can be either tendered in a quality repair network or intelligently steered to the most suitable repairer in the vicinity of the driver. Damaged cars no longer have to be transported back to Mobility Service's headquarters to start the repair handling process.

**The Fixico solution**

**The results**

Mobility Service improved damage repair handling on every metric.

**Reducing repair costs**

The leasing company is now able to find the best solution for each damage. Fleet managers quickly identify the most suitable repair shop to carry out the required repair at the best price. As a result, Mobility Service has been able to **reduce its repair costs by over 20%**.

**Streamlining workflows**

Mobility Service was able to eliminate non-value-adding activities like faxing forms or transporting damaged vehicles all across the country. Each damage is now repaired in the vicinity of the driver. Because transportation costs became redundant and workflows less labour-intensive, **the total costs related to car damage have been reduced by over 30%**.

**Boosting driver satisfaction**

Due to Fixico's white-label solution, **drivers now experience a hassle-free repair journey**. By conducting reviews after each completed repair, driver satisfaction is measured and closely monitored. On average, drivers rate their experience at the repair shop with a 4 out of 5. Their overall satisfaction with the handling process is at an **average NPS of 67**.



## About Fixico

Fixico is Europe's leading digital car repair management platform. On a mission to reshape the industry's ecosystem, Fixico connects drivers, businesses, and body repair shops in entirely new ways. Its digital expertise and pioneering approach improve the repair handling process from every perspective; drivers experience an effortless repair journey, businesses increase operational efficiency, and body repair shops optimise their workshop utilisation. Fixico gives access to a marketplace with a network of over 2,000 body repair shops across six countries. A group of world-class investors backs Fixico, and its services are trusted by more than 150 leading fleet-, lease-, rental- and insurance companies.

## Key benefits



### Boost driver satisfaction

Offer a frictionless and convenient repair journey



### Lower repair costs

Save costs and never compromise on quality



### Reduce cycle times

Streamline workflows and minimise manual activities



### Unlock real-time insight

Gain unique data insight and full control at every step of the way

## Get started today

Fixico offers possibilities for companies of any shape and size and can adapt to the needs and requirements of your business. Request a free demo and unlock the potential of digital repair management.

