



DAMOVO

Digitalising the car workshop:  
Seamless recording and  
control of work processes for  
better service delivery



## Change Driver

A car dealer is looking for an independent and secure WLAN infrastructure for its dealerships and garages. This will enable employees to access the Internet directly using the company's own iPhones and iPads.

They want to optimise their work processes through mobile devices – including sales, service acceptance and diagnostics.

Customers and visitors will also be able to use the Wi-Fi at each of the dealerships and garages.





## Damovo Approach

Due to the requirements and the existing infrastructure, Damovo chose the central network solution from the Cisco Meraki cloud. A switch, security appliance and multiple access points were installed at each dealer and garage location.

Damovo gave the customer's IT department a two-hour training session on setting up and configuring the Meraki system.

The user-friendly administration enables access to all other locations from one main location, allowing the IT department to work proactively and solve problems remotely.

The rapid deployment and convenient administration from the cloud also guarantees a fail-safe solution.



## Customer Value

DAMOVO

### How the workshop benefits

Misunderstandings due to the incorrect or missing work records can be avoided.

The utilisation of workshop space, resources and machines is optimized.

Overall quality improvement within the workshop/garage environment

### How Sales benefits

Sales has the opportunity to differentiate itself through better, more targeted and responsive service delivery, as the repair process can be accelerated.

Customer loyalty can also be strengthened through higher satisfaction, which is reflected in improved service on the one hand and WLAN offerings at the point of sale on the other.