



Diagnostic and Repair Enhancement



MSX helps brands boost customer loyalty by reducing vehicle downtime with support from industry experts, innovative technologies, and data.

MSX Diagnostic and Repair Enhancement solutions drive continuous improvement across your service and repair teams. We ensure your dealer technicians can access a diverse pool of skills, information and technology to manage and accelerate more complex repairs where necessary, cutting customer wait times.

Our experts use technologies and best practices from across the globe to resolve engineering problems that may have occurred in similar circumstances elsewhere, helping to streamline activities and reduce operational costs.

Our solutions support your teams when they need it, reducing the need to continuously adjust to your workforce's skill set and size, or scale of operation.

- Ease pressure on employees
- Provide optimum service
- Stay up to date with innovation
- Enhance knowledge and skills
- Boost efficiency and cut costs



Match industry evolution and growth

MSX Diagnostic and Repair Enhancement solutions offer first-class, flexible support that adjusts to the needs of your business. We work closely with you to customize and deploy any or all elements of our comprehensive suite of solutions, helping you adapt to business or industry fluctuations.



Technical Helpdesk

Our remote teams are supported by automated tools to improve overall helpdesk performance and increase productivity and accuracy.

Field Service Engineers

Our technical experts provide onsite support to dealer networks, helping boost fix-it-right-first-time (FIRFT) rates and increase customer satisfaction.

Repair Validation and Market Readiness

Our teams support the technical, administrative and legal requirements that our clients must meet when bringing products to market. We author repair processes and validate standard repair times to ensure consistent brand delivery across all markets.

Technology

Our technical teams use AI-powered tools to improve diagnosis and vehicle repair times, predict vehicle failure, and prepare networks for upcoming breakdowns.





Analytics

Interactive dashboards assist our teams in visualizing contact purpose, time to resolution and vehicle fix, powering our AI engine and ensuring solutions continuously improve.



Strategic Development Support

We enable our customers to realize the benefits of OTA technology, delivering a consistent service from our centralized expert hubs.



Type Approval / Homologation

We deliver technical, administrative, and legal documentation, assistance with homologation, preparing requests for local government acceptance, managing end-of-series, facilitating technical certificates, digital signatures, and recall campaigns.

Strengthen efficiency and morale with innovation

MSX Diagnostic and Repair Enhancement solutions deploy teams of highly trained specialists – supported by integrated software solutions and services – with an unrivaled understanding of diagnostics or complex vehicle issues. Our technical support hubs help automotive repairers to manage customers more seamlessly and keep their vehicles on the road.

State-of-the-art digital tools, such as chatbot-style virtual assistants and Robotic Process Automation (RPA) technology, combined with lean methodologies, can solve some issues for technicians without the need for human intervention. And by connecting multiple systems and information sources, we can help agents resolve vehicle problems faster. Our expert teams and advanced software solutions help to:

- Reduce the number of cases escalated to the technical helpdesk
- Minimize manual effort and meet service level agreements
- Cut operational costs through increased efficiency and productivity
- Accelerate support times and boost fix-it-right-first-time (FIRFT) rates
- Improve chatbot responses through AI
- Reduce workloads and increase customer satisfaction



Our engagement models are designed to suit you

We are flexible, agile and responsive. Our engagement models ensure we can offer the right package of solutions and services to meet your organization's unique technical support requirements. Whether you'd like us to develop a complete strategy that includes programs, services and technologies and deploy it across your business, or tailor a project in response to a specific challenge or opportunity, our smart and cost-effective solutions will work for you.

Full-service BPO

MSX delivers end-to-end solutions, from concept and design, to delivery and ongoing support. Our expert teams use best practices, proven techniques and innovative technologies to support your service operations now and in future.

On-demand projects

Our Diagnostic and Repair Enhancement solutions and services are flexible and dynamic, so we can adapt quickly to the requirements of your ad-hoc projects and manage them faster and more cost effectively than most in-house arrangements.

MSX digital platforms

Our AI-driven, automated technical support tools integrate seamlessly into your organization, and help to accelerate response times, improve efficiency and boost customer service.

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Get in touch with us

Nicola Zorz

Global Solutions Leader
nzorz@msxi.com

Pasquale Aloï

Global Solutions Leader
paloi@msxi.com

