



Parts, Accessories and  
Service Performance





**Our Parts, Accessories and Service Performance Solutions enable brands like yours to boost profit margins and remain highly competitive in this evolving marketplace.**

MSX offers a 360-degree approach to your aftersales business, ensuring your brand can optimize revenue within any area of your business. Whether you're looking to improve business performance within your scheduled maintenance and repair offerings, fleet business or service capacity, MSX Parts, Accessories and Service Performance solutions deliver additional value through specialized and efficient sales channels and direct sales models.

We can help you streamline supply chains and better manage distribution and inventory for greater revenue growth, improved profit margins and better aftersales customer retention.

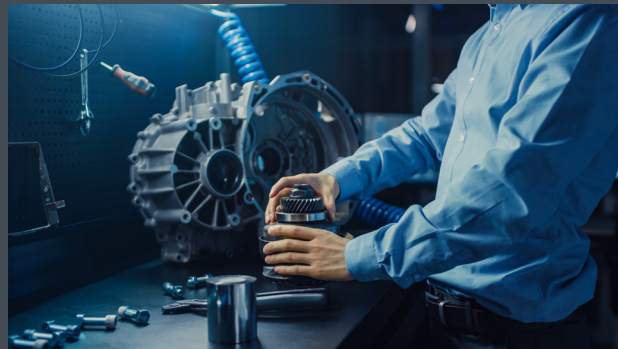
We combine research, analysis, technology and expertise with proven delivery strategies to help brands engage new customers and recapture business from competitors.



## Our distinct solutions portfolios are tailored to your needs

MSX Parts, Accessories and Service solutions are designed to help Movers and Makers drive growth, margin expansion and customer retention amid tectonic industry disruption.

Our experts work with innovative technology to offer distinct solutions portfolios in three strategic segments of the parts, accessories and service ecosystem.



### Convenience and Capacity

Our tailored solutions analyze performance and identify weaknesses in existing operational processes that drive action across the dealer network.

Business intelligence data helps align dealership visits and program success models to innovate the customer's experience throughout the aftersales journey.



### Parts and Accessories Distribution

MSX Parts and Accessories Distribution services monitor sales and distribution networks and introduce strategies to strengthen your offerings across all sales channels.

Research, analysis, technology and expertise are combined with proven delivery strategies to help brands identify training and coaching needs, strengthen their offerings and engage new and lost customers.

### Fleet Readiness Service

MSX Fleet Readiness Services help maintain fleet readiness to ensure commercial fleets are optimally equipped to operate at all times.

Our intelligent AI Experience Engine combines telematics and behavioral data to monitor and improve overall business performance.

With the help of virtual and AR technology, our Connected vCommerce Infrastructure helps drive up customer satisfaction, increase margins and improve share of wallet.

## Grow your sales and profit margins with future-proof products and extensive market expertise

As global leaders in the automotive aftersales business, MSX can help combat increasing R&D expenses for connectivity, automation, shared mobility and electrification (CASE) technologies, helping to improve OEM margins and overcome higher distribution costs.

MSX Parts, Accessories and Service Performance solutions help you deliver exceptional customer experiences while optimizing factory to customer supply chain costs. We combine research, analysis, technology and expertise with proven delivery strategies to help brands engage new customers and recapture business from competitors.

Our approach leads to enhanced business performance by aligning consumer demand with increased supply chain availability, resulting in the following benefits:

- Growth in revenue for parts, accessories, and services
- Improvement in profit margins for parts, accessories, and services
- Enhanced customer retention in the aftersales sector



## Our engagement models are tailored to your needs

MSX works with you to ensure each solution is customized to the individual needs of your brand, your retail networks, and the regions in which you operate. Our global reach ensures we can adapt and scale our solutions as the marketplace changes and apply proven methodologies and best practices to every project.

### Full-service BPO

Operating as your 'extended enterprise', we are deeply integrated into your organization, and manage your aftersales operation as an end-to-end, full-service business process outsourcing (BPO) engagement.

### On-demand projects

Our aftersales services and solutions are flexible and dynamic, allowing us to quickly adjust to the needs of your ad-hoc projects and efficiently manage them faster and at lower cost than typical in-house arrangements.

### MSX digital platforms

We leverage advanced technology and data-driven solutions to optimize and streamline various aspects of the aftersales process, delivering enhanced efficiency and customer satisfaction.

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## Get in touch with us

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