

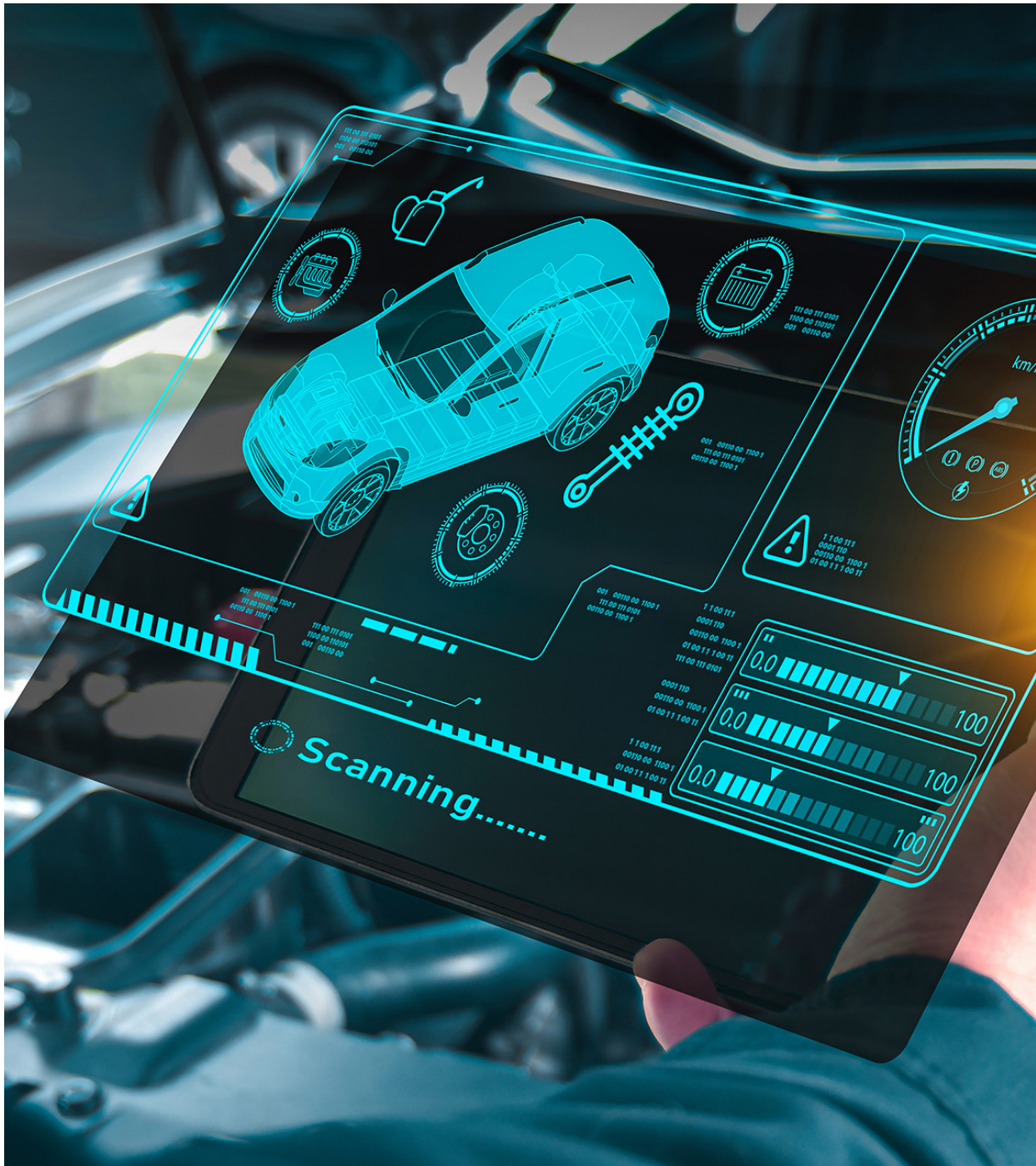
Repair Optimization and Compliance

MSX helps brands boost customer loyalty by reducing vehicle downtime with support from industry experts, innovative technologies, and data. Our solutions drive continuous improvement across your technical, warranty, and repair services, ensuring 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 and improving customer satisfaction.

Comprehensive solutions for integrated support

Our solutions offer comprehensive aftersales support, ensuring your business can maintain high levels of customer satisfaction and operational efficiency. By leveraging advanced technologies and expert guidance, we help streamline processes, reduce costs, and enhance the overall quality of service provided to your customers. Whether it's through efficient diagnostics, effective warranty management, or clear technical information, our solutions are designed to meet the unique needs of your business and keep your customers happy and loyal.





Diagnostic and Repair Enhancement Solutions

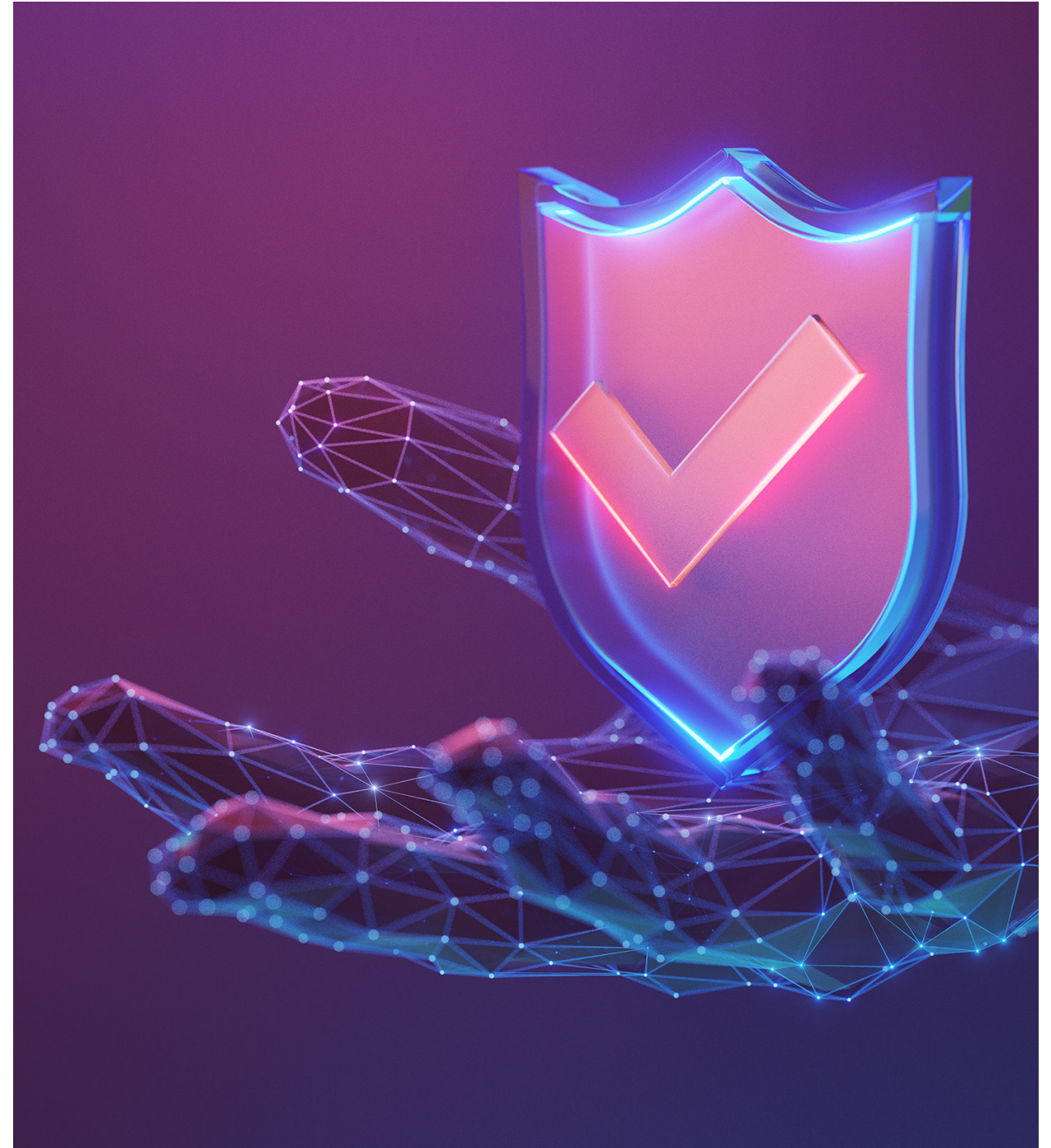
We provide advanced tools and expert guidance to help your service teams manage complex repairs efficiently, reducing vehicle downtime and improving customer satisfaction.

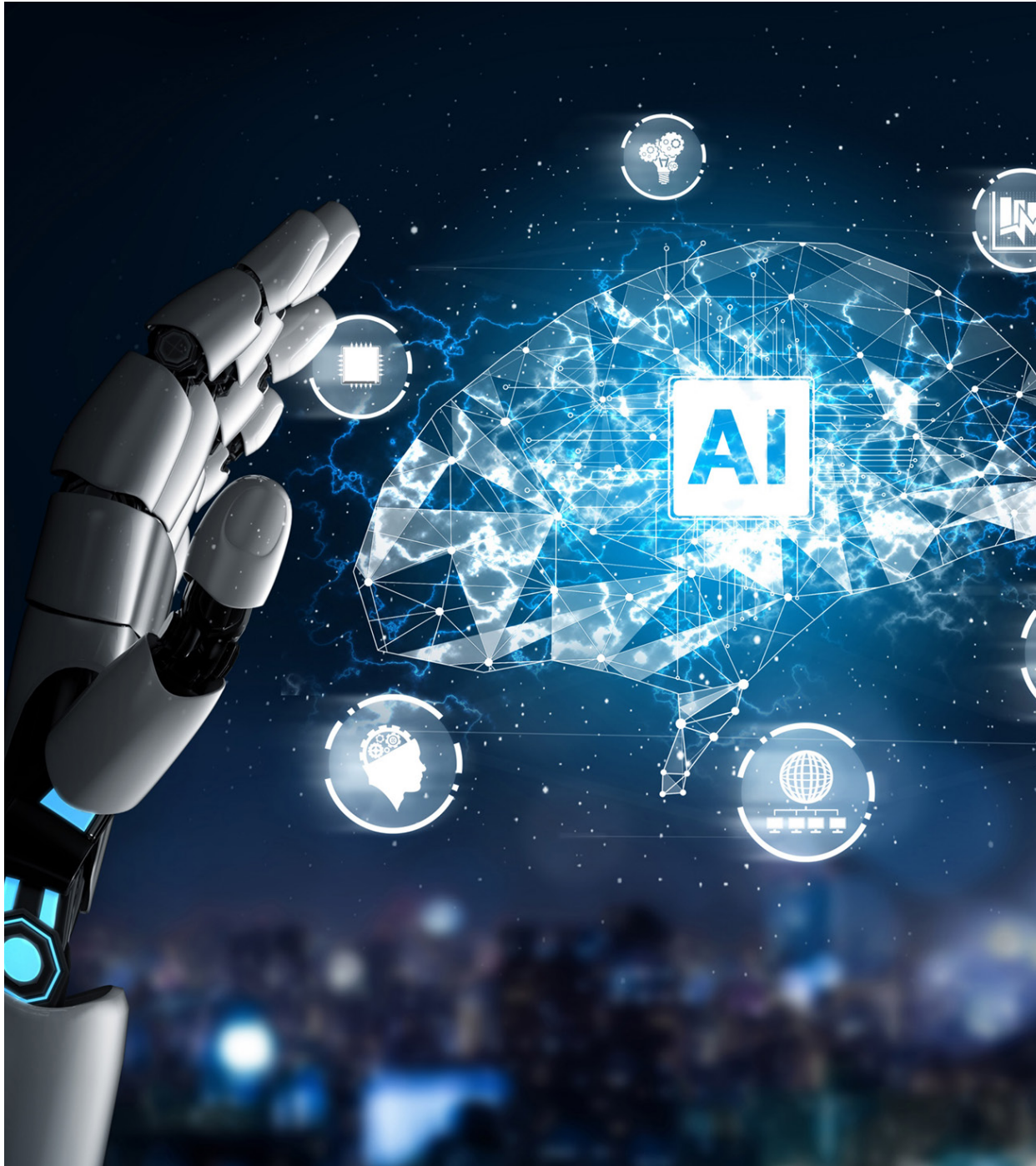
- **Technical Helpdesk:** Improving overall helpdesk performance and increasing productivity and accuracy.
- **Field Service Engineers:** Experienced engineers help investigate and solve complex issues in real-world scenarios.
- **FRFT Services:** Experts help boost fix-it-right-first-time (FRFT) rates, train technicians, and increase customer satisfaction.
- **Recall Management:** Supporting the entire recall lifecycle with customized actions, improving completion rate and transparency in the process.
- **Homologation:** Administrative and legal support for type approval and homologation requests.
- **National Service Garage (NSG):** Providing maintenance services, pre-delivery inspections, and technical support for new and pre-production vehicles. The NSG acts as a dealership for local OEM employees only, offering maintenance and service operations and delivering vehicle preparation for local press events.
- **AI Virtual Assistant:** Improving diagnosis and related processes with AI-powered tools.
- **Business Intelligence:** AI-powered interactive dashboards to better visualize performance.

Warranty Administration and Repair Efficiency

Our warranty solutions are designed to streamline warranty processes, minimize costs, and enhance the quality of warranty repairs, ensuring that your customers receive timely and accurate service.

- **Claim Review:** Ensure warranty claims align with established policies and procedures to reduce expenses and enhance data accuracy.
- **Repair Pre-approval:** Approve repairs in advance to control costs, guide technicians through repair steps, and improve repair quality.
- **Dealer Network Support:** Managing requests from the dealer network for support with enquiries, complex systems and policies.
- **Warranty Coaching and Audits:** Onsite and remote coaching and auditing to verify and improve the warranty process compliance.
- **Parts Return Center:** Use data-driven prioritization to manage part recalls, analyze root causes, and drive quality improvements.
- **Warranty Business Intelligence:** Leveraging warranty data to identify insights that help improve dealer performance and reduce overall warranty costs.
- **Warranty Digital Platform:** Utilize AI to streamline the end-to-end claim review process, maximizing savings and cost control.





Technical Information Services

We combine innovative technologies with industry expertise to create dynamic and readable publications that keep your customers informed and help technicians improve fix-it-right-first-time (FRFT) rates.

- **Content Development:** Our in-house publication management system, pubFoundry is a scalable, fully integrated tool, with multiple AI utilities, that is specifically designed to create accurate and clear technical publications on a wide range of topics related to automotive repair and maintenance.
- **Technical Illustration:** Providing high-quality visual representations of complex information and concepts.
- **Technical Publishing Services:** Consolidating data and integrating systems, streamlining the process of creating, managing, and delivering technical documentation.
- **Video Production:** Providing clear, engaging, and accessible ways of communicating complex information.
- **Technology:** Introducing innovative technology for efficient content creation and streamlined collaboration.
- **AI Capabilities:** Offering AI-powered authoring, translation, content enhancement, and search to optimize and elevate the quality and efficiency of content creation and management.
- **SME Review & Sign-Off:** This fully integrated web-based system enables reviewers to collaborate with each other and the content author to ensure complete accuracy before release. It uses multiple automated tools to generate status reports and send task reminders, all customisable to business needs.

Comprehensive support for your teams and customers

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

Key benefits include:

- **Ease pressure on employees:** By providing comprehensive support and resources, we help reduce the workload and stress on your employees, allowing them to focus on delivering high-quality service.
- **Provide optimum service:** Our solutions ensure that your team can deliver the best possible service to your customers, enhancing their overall experience.
- **Stay up to date with innovation:** We keep your team informed about the latest technologies and best practices, ensuring they can stay ahead of industry trends.
- **Enhance knowledge and skills:** Continuous training and access to a diverse pool of information and technology help your team improve their skills and knowledge.
- **Boost efficiency and cut costs:** Our innovative solutions streamline operations, reduce manual effort, and increase productivity, leading to significant cost savings.
- **Improve customer satisfaction:** By reducing vehicle downtime and accelerating repair processes, we help boost customer satisfaction and loyalty.
- **Reduce repair downtime:** Our advanced diagnostic tools and expert support ensure that repairs are completed quickly and efficiently, minimizing the time customers spend without their vehicles.
- **Enhance vehicle health:** Our solutions help maintain and improve the health of vehicles, preventing issues before they arise and ensuring long-term reliability.
- **Minimize errors:** With access to accurate and up-to-date information, your team can avoid common errors and deliver precise repairs.

Tailored engagement models for optimal support

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.



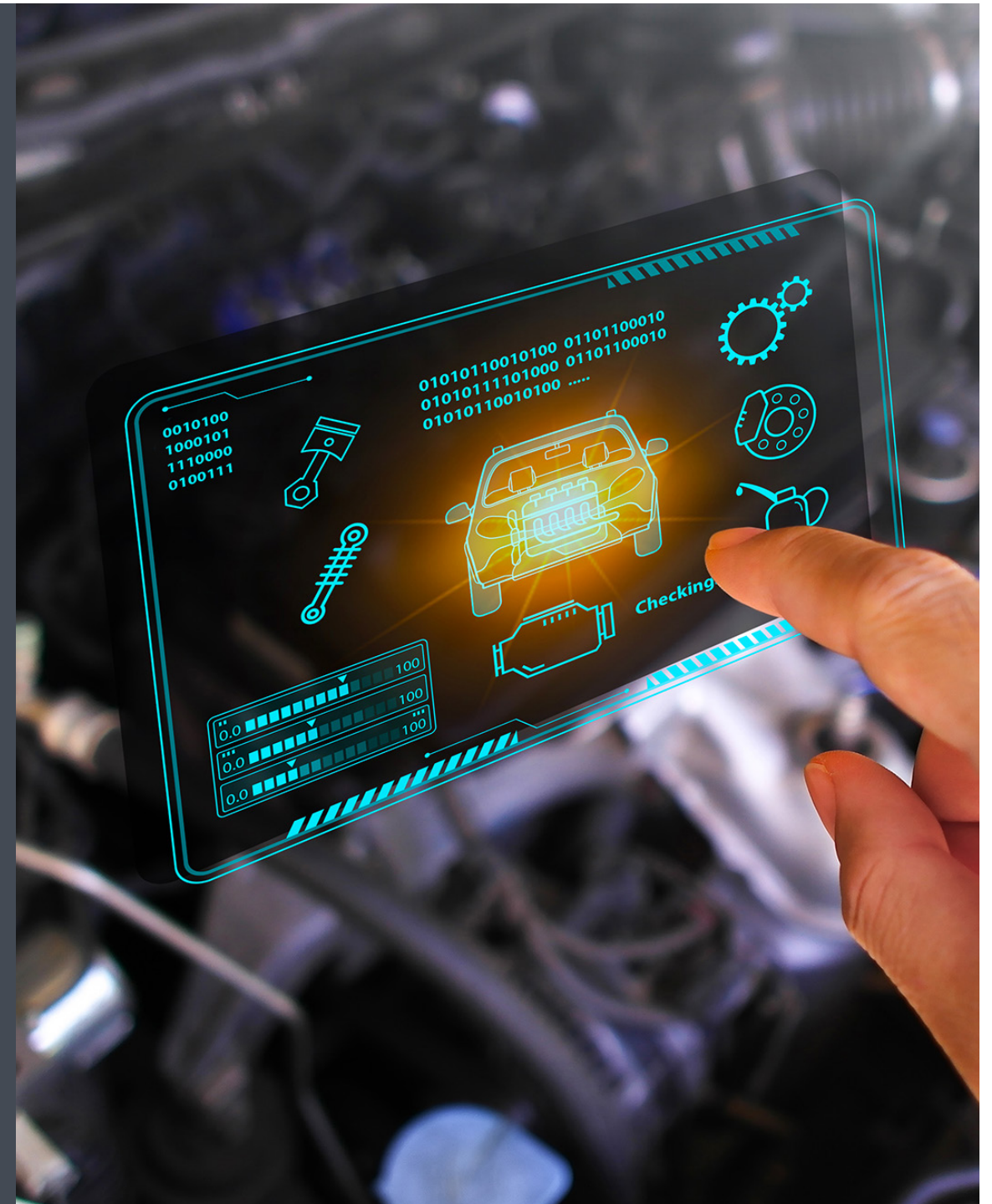
On-demand projects:

Our 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, helping to accelerate response times, improve efficiency, and boost customer service.



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