

Smart Fleet Operations for Independent Fleets

Reduce downtime. Cut costs. Drive performance.

Integrated solutions for fleet excellence

Managing a high-uptime independent fleet - whether in logistics, transport, or mission-critical operations - means facing relentless complexity. Tight SLAs, dispersed vendor networks, compliance risks, and rising service costs all put pressure on your operational control and profitability.

MSX delivers an integrated fleet operations approach designed for independent fleets managing complex service networks and high-utilization vehicles.

- **MSX E:COM Fleet and Remarketing:** End-to-end visibility and orchestration
- **ClaimsGenie:** AI-guided claims decisions and insights
- **Central Billing:** One consolidated invoice and reconciliation
- **Mobility Next:** AI-driven efficiency for fleet operations
- **Service Hubs:** Standardized regional repair networks
- **Vehicle Lifecycle Optimization:** Data-driven scheduling and performance insights

Add-ons: QuickChecker and digital check-in, Live Expert review, residual value & EV battery insights, invoice benchmarking, network rating, remarketing interfaces (AutoProff, Motrada), and a Driver Experience portal.



What changes for your team?

Experience the difference that true integration brings to your fleet operations. With MSX, every stage of the vehicle lifecycle is connected, giving your team the clarity, speed, and control needed to excel in a fast-moving market.

- ✓ **Minimize downtime and improve SLA reliability** through streamlined vendor coordination and repair execution.
- ✓ **Control costs and ensure compliance** with automated claims, reduced admin, and better financial oversight.
- ✓ **Extend vehicle life and enhance remarketing readiness** using data insights and standardized processes.
- ✓ **Scale operations** with integrated live data that boosts driver satisfaction and enables real-time decisions.

\$13M annual Savings

Predictive maintenance reduces costly breakdowns and downtime

60% less admin effort

AI-powered automation streamlines claims and approvals

30% faster time-to-sale

Streamlined remarketing accelerates asset turnover and revenue recovery.



MSX E:COM Fleet and Remarketing

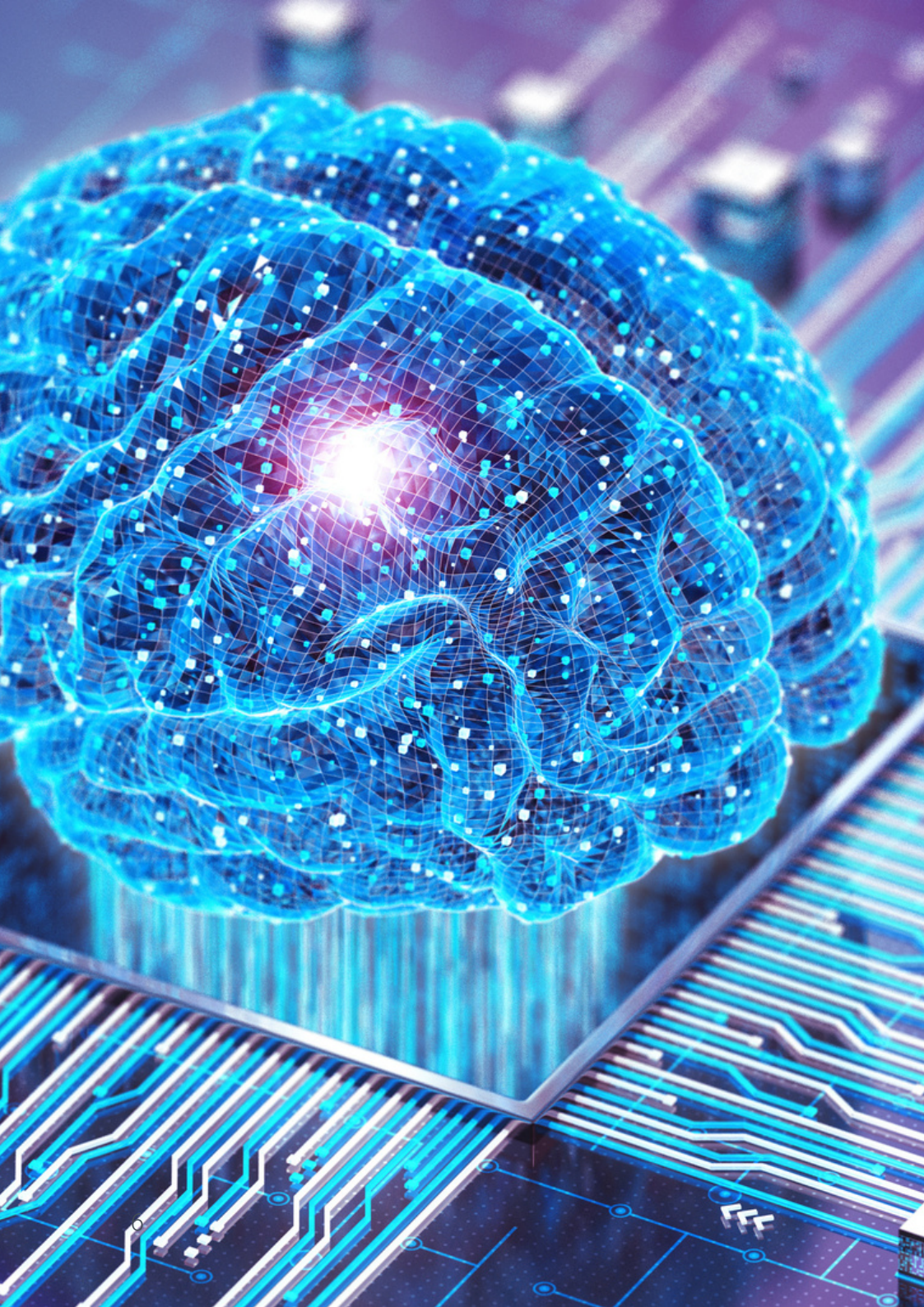
MSX E:COM Fleet and Remarketing

Visibility and orchestration. A complete solution for managing every step of vehicle remarketing, from digital onboarding and valuation to refurbishment, logistics, channel distribution, and sale. AI-powered condition reporting, dynamic pricing, and buyer engagement accelerate time-to-market and protect ROI.

- **Onboard and assess:** AI-generated condition reports, logbook capture, sustainability scoring, and audit-ready workflows.
- **Price and plan:** Dynamic pricing, competitor benchmarking, and valuation engine for accurate offers and fast turnaround.
- **Refurbish:** Managed, multi-step process to meet quality and time-to-sale targets.
- **Move & transfer:** Automated transport, ownership switches, and document handling with full archiving.
- **Pick the right channel:** Distribute stock to optimal channels and engage buyers for higher conversion.
- **Integrate your ecosystem:** Connect with existing systems for a unified digital flow.

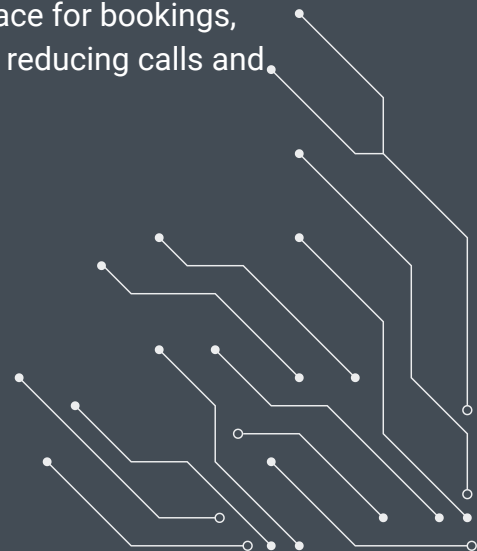
Faster time-to-market, higher conversion, and consistent, auditable processes that cut costs and maximize resale value - market by market.

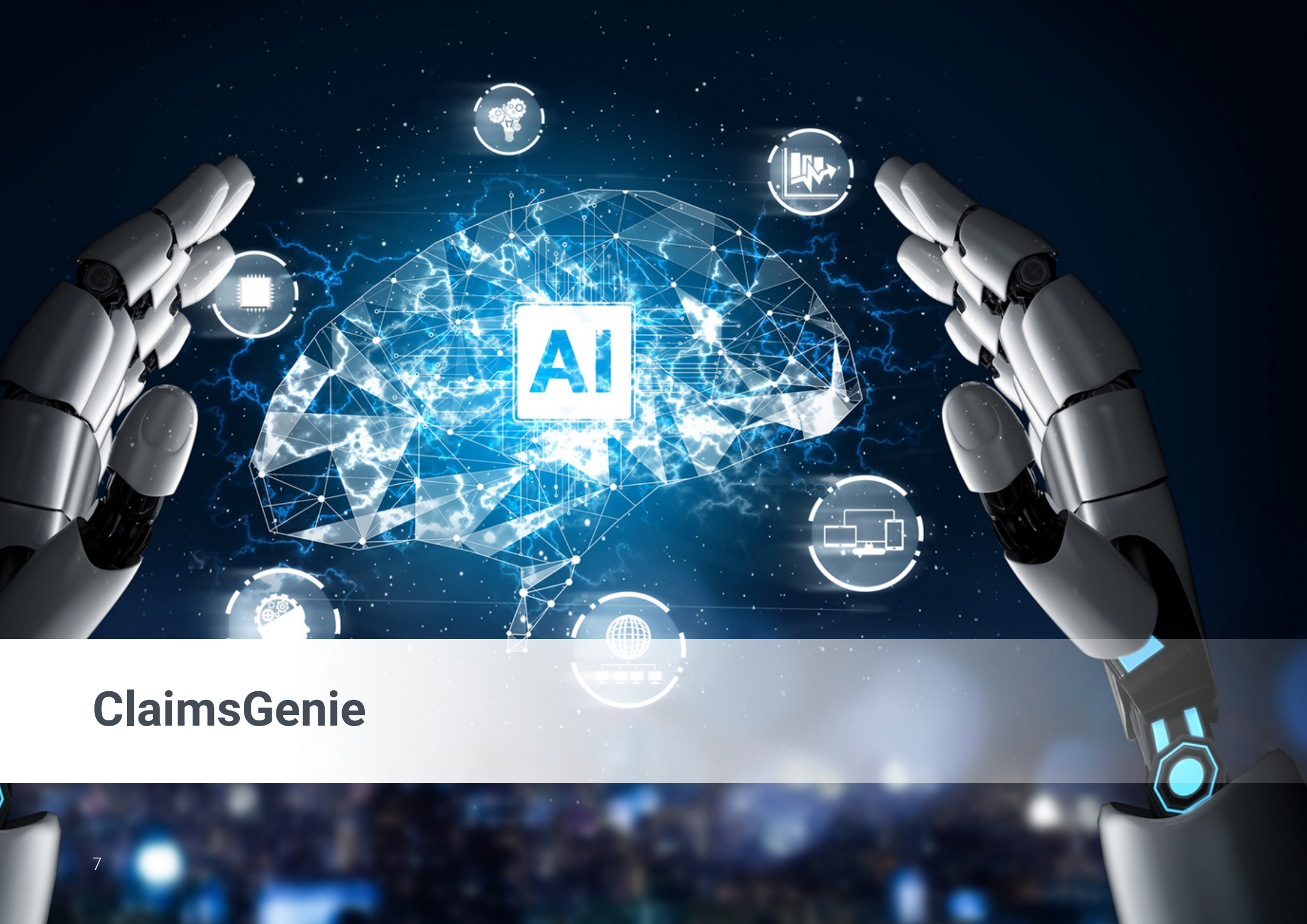




Optional modules and extensions

- **QuickChecker and Digital Check-in:** Guided photo/video capture and checklists at onboarding, workshop entry, and return. Audit-ready files for claims, billing, and resale.
- **Live Expert Review:** On-demand video second opinions for complex or high-value cases. Reduces over-repair and speeds decisions.
- **Residual Value and EV Battery Insights:** Tracks mileage, condition, usage, and battery signals to guide de-fleet timing and resale channel selection.
- **Invoice Benchmarking:** Flags outliers in parts, labor, and time.
- **Network Rating and Benchmarking:** AI-based vendor scores on quality, speed, cost, and compliance.
- **Remarketing Interfaces:** Cascade sales from closed dealer groups to open markets, with digital payment, logistics, and documents.
- **Driver Experience Portal:** One place for bookings, claims, documents, and returns - reducing calls and keeping drivers informed.





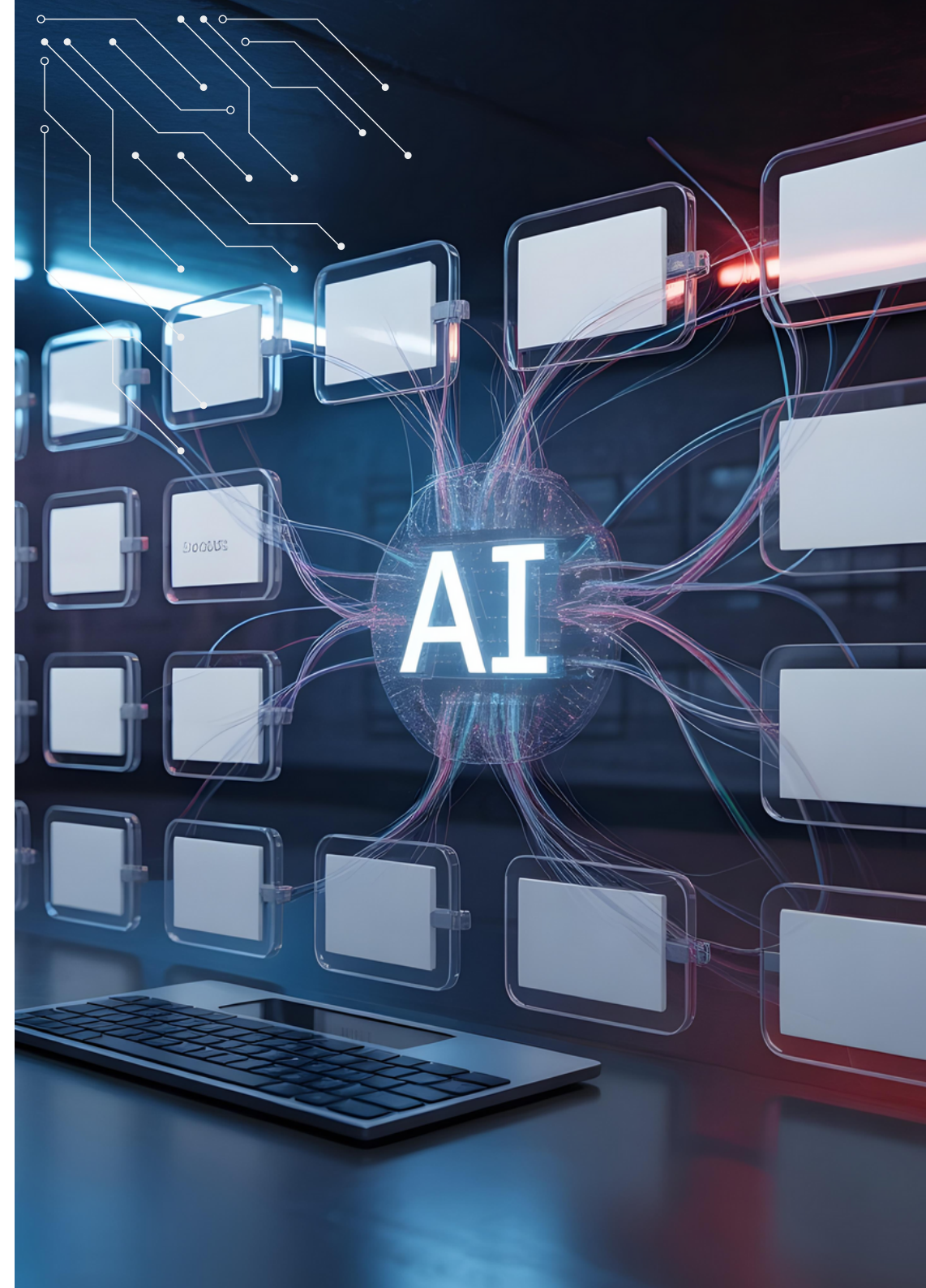
ClaimsGenie

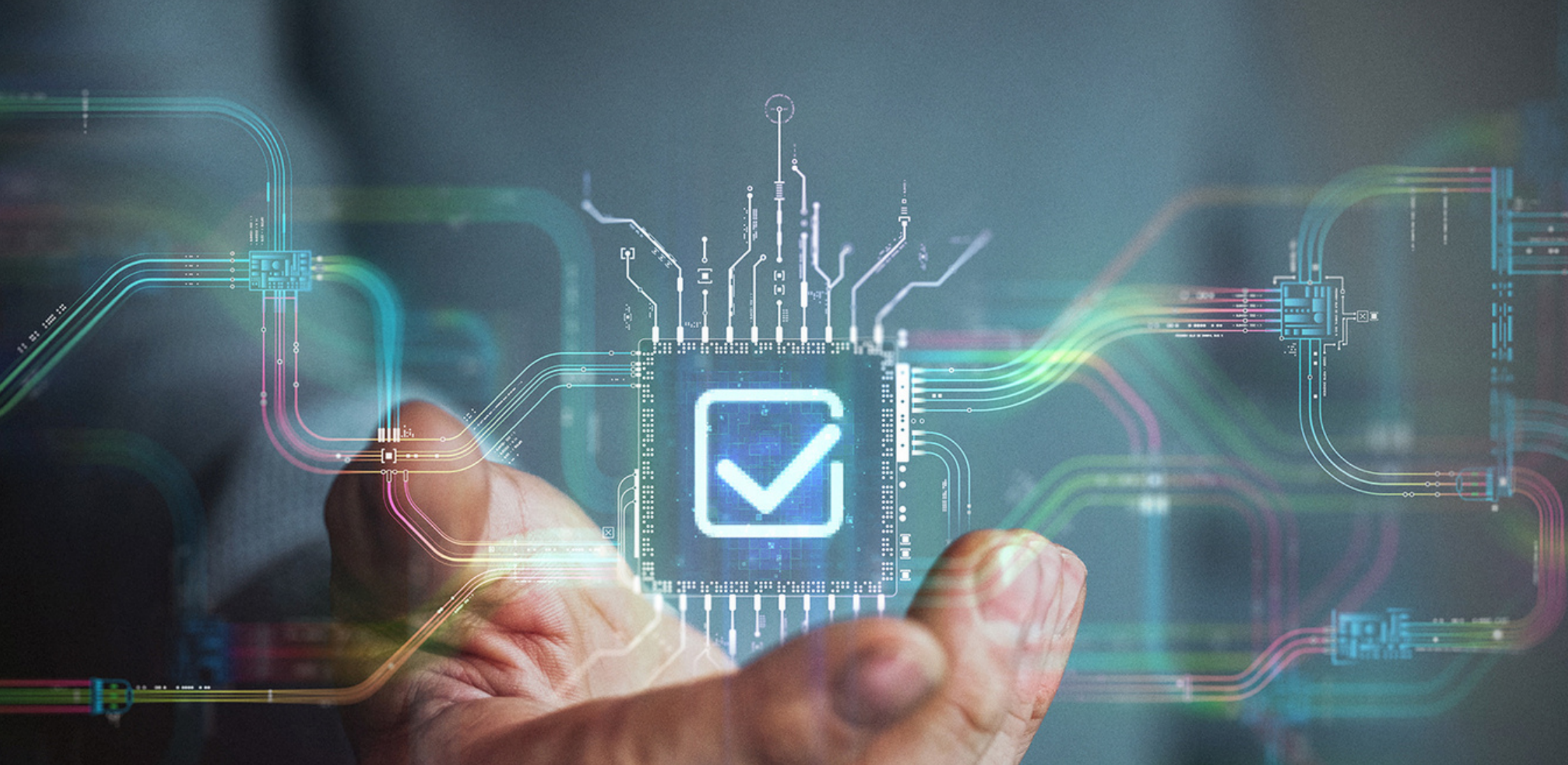
ClaimsGenie

Faster, fairer claims. AI-guided claims review for claims. Every claim is scored; low-risk cases flow through, outliers get flagged with reasons.

- **Delivers complete accuracy:** Scores 100% of claims against policy and history.
- **Identifies issues early:** Highlights anomalies and likely over-servicing; suggests next actions.
- **Provides instant support:** Assistant chatbot answers policy questions and explains decisions.
- **Streamlines processing:** “Selector” routes low-risk claims to straight-through processing; escalates high-risk.
- **Offers clear insights:** Dashboards show trends, vendors with issues, and training needs.
- **Ensures seamless integration:** Connects with current systems via API or secure files; maintains a full audit trail.

Less time per claim, fewer disputes, and more consistent decisions. Reviewers focus where they add value.





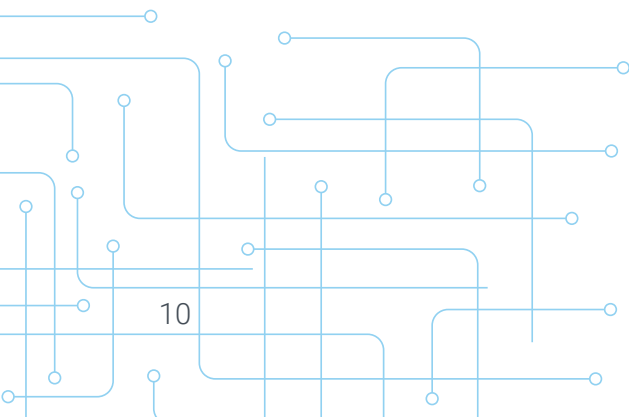
Central Billing

Central Biling

One invoice, clear reconciliation. A single billing and reconciliation layer across your service providers and markets.

- **Brings everything together:** Consolidates invoices and credit notes into one view.
- **Checks compliance:** Validates prices against agreed policies and benchmarks.
- **Controls authorisation:** Manages pre-authorisation and approval workflows.
- **Handles complexity:** Deals with tax specifics and cross-border rules.
- **Resolves disputes efficiently:** Structured dispute process with evidence pack attached.
- **Connects seamlessly:** Exports to your finance system; supports EDI.

Cleaner books, fewer payment delays, and better vendor relationships. Finance closes faster with fewer surprises.





MobilityNext

MobilityNext

Smarter, seamless mobility. AI-driven fleet optimization and end-to-end rental lifecycle management.

- **Fleet optimization with AI:** Maximize vehicle availability and reduce downtime.
- **End-to-end digital integration:** From booking to remarketing, manage every stage in one connected platform.
- **Multi-market scalability:** Built-in compliance and localization for cross-border operations.
- **Seamless API integration:** Connect easily with existing leasing systems for uninterrupted workflows.
- **Data-driven decisions:** Real-time dashboards and analytics to optimize utilization and service delivery.
- **Sustainable fleet prioritization:** Promote EV and hybrid bookings to meet ESG goals.

Experience lower costs, higher efficiency, and improved customer satisfaction across markets.



A man with a beard and glasses, wearing a blue striped shirt, is smiling and holding a clipboard with a pen. He is standing in front of a large window with a view of a car. The background is slightly blurred, showing a modern interior with large windows and a car.

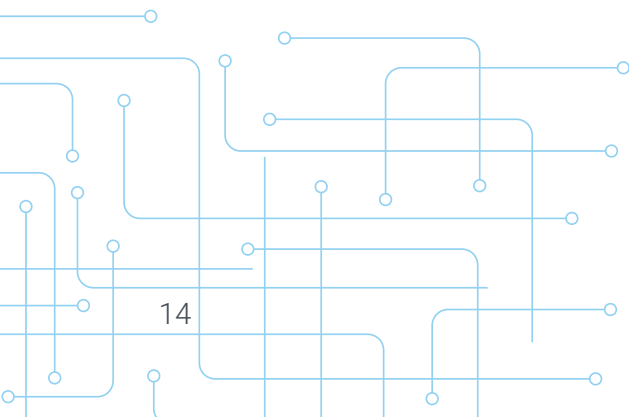
Service Hubs

Service Hubs

Standardized quality at scale. A curated network of workshops, managed by MSX, that use the same processes and measurements across regions.

- **Vendor onboarding** with checks for EV capability, tooling, and training.
- **Standard operating procedures:** Damage capture, diagnostics, triage, and repair authorization.
- **Capacity, lead time, and price transparency** to guide allocation.
- **Quality assurance and audits:** Targeted coaching to lift weak performers.
- **Benchmarking** on cycle time, first-time-right, cost, and defect rate.
- **Optional mobile service** to cut logistics and downtime.

You control outcomes, not just orders. Repairs finish sooner, repeat visits drop, and experience becomes consistent across markets.





Vehicle Lifecycle Optimization

Vehicle Lifecycle Optimization

Smarter decisions, Stronger returns. Keep vehicles on the road, cut lifecycle costs, and simplify operations.

- **Real-time insights:** Track condition, usage, and value for better decisions.
- **Digital onboarding:** Capture data at handover, reduce disputes.
- **Predictive maintenance:** Act before breakdowns to avoid costly downtime.
- **Optimized de-fleet:** Retire and remarket at the right time to protect value.
- **Integrated scheduling:** Plan service and replacements with full visibility.
- **Compliance made easy:** Centralized reporting and audit-ready workflows.
- **Benchmark performance:** Compare costs and outcomes across your fleet.
- **Seamless integration:** Connect with existing systems for a unified flow.

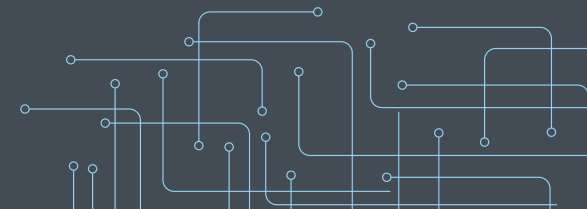
• Vehicles spend less time off the road, lifecycle costs drop, and your team gains the clarity and confidence.



Connect every stage. Cut downtime. Protect your margins.

MSX brings together every step of the vehicle lifecycle into one seamless digital flow. From onboarding to resale, each process is integrated - so information moves with the vehicle, not just the paperwork. Evidence is captured once and used everywhere, workflows are automated, and decisions are made faster. The result: less time off the road, fewer disputes, and stronger returns, market by market.

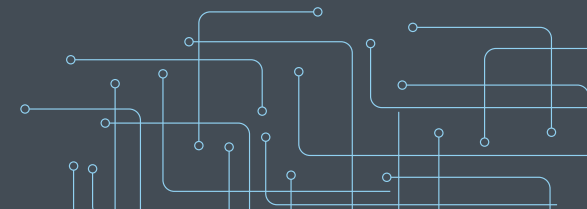
- ✓ **Start clean (Onboard):**
Take photos, scan docs, log mileage. The system builds a single file for each vehicle - no disputes later.
- ✓ **Keep it moving (Operate):**
Every car has live status. When service is due or a fault appears, it books the right workshop, sets priority, and chases delays..
- ✓ **Pay it right (Approve and bill):**
Routine claims are approved automatically; tricky ones go to a reviewer with reasons attached. All invoices roll into one clear bill.
- ✓ **Sell smart (De-fleet and resale):**
Final checks, quick fixes, market-based pricing, best sales channel, and seamless transport and paperwork.



Unlock operational excellence with MSX

Discover the transformative impact of integrated fleet operations, designed to keep your vehicles moving and your margins protected. Our expert teams, innovative processes, and cutting-edge technology work together to deliver seamless lifecycle management, operational clarity, and measurable results.

- ✓ End-to-end view with proven building blocks.
- ✓ Operational depth in multi-brand, multi-country networks.
- ✓ AI used where it helps and remains explainable.
- ✓ Flexible integration with your current tools.
- ✓ Regional teams for fast rollout and steady support.





Partner with MSX and unlock the power of connected fleet operations. Drive efficiency, elevate performance, and future-proof your business with our proven expertise.

Ready to power up your fleet performance?

Get in touch today!



www.msxi.com/smarter-fleet-operations-for-independent-fleets

Let's make your fleet performance measurably better.

