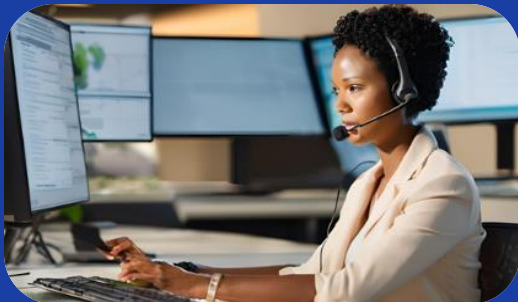




Claim response solution for multiple car brands

“Documill has already grown to be a vital part of our business processes, and we can’t live without it anymore.”

Customer Profile

Our customer is a world-leading manufacturer of automobiles and commercial vehicles. The group comprises ten brands from five European countries, ranging from basic to sports and luxury models.

Challenge

- The manufacturer was looking for a way to manage the complex structures and processes that go with customer complaint and case management.
- They wanted to eliminate human errors and establish clear workflow management for email communication to increase case trackability, reduce response times, and improve knowledge sharing among agents.

Documill’s Value

- Deployment of Documill email-centric customer communication solution at Group level.
- It automated the dynamic creation and localization of emails while maintaining predefined and accumulated model answers centrally.
- The templated solution can easily be adopted throughout the organization globally.

Documill’s impact

- 30% Productivity boost
- 80% Faster adaptation through standardization
- Rolled out to 5 countries and across 4 brands

INDUSTRY

Automotive

PRODUCTS

Documill
Automate

