

A man with a beard, wearing a light blue polo shirt and dark blue overalls, is looking down at a tablet computer he is holding. He is in a workshop setting, with a red car body part visible on the left. The background is slightly blurred, showing a workshop environment. The overall image has a blue and purple color overlay with a pattern of small white dots.

 **SOLERA** | Audatex
Vehicle Claims

**Case study:
Audatex's AEG and
VHC2 Solutions allow
Banburys to move towards
a paperless bodyshop**

The challenge

Working on an average of 10 cars a week, depending on the size of repairs and manufacturer, Banburys' business is thriving and is set to grow even further in 2019. With the business expanding, it was important to set clear goals for 2019. These goals are to continue to grow whilst maintaining the highest standards throughout the bodyshop when it comes to service and overall quality of repairs.

In line with this anticipated growth, it is important for Banburys to also focus on driving efficiency within the business. It is striving to do so by implementing technology which enables it to be a 'greener' shop and also look after the environment in any way it can to boost its green credentials, support its business goals and provide the highest levels of service for its end customers.

The solution

Banburys is a long term user of Audatex's AudaenterpriseGold (AEG), the industry-leading claims management solution. AEG delivers a single platform for claims management and estimation, ensuring that everything the business needs is in one place. It is easy to use and provides Banburys with all the tools necessary to deliver right first time estimating via accurate repair identification, cost calculation and repair tips. Banburys also uses AudaVin+, to speed up the vehicle and model selection process and instantly identify factory fitted options, for 25 leading manufacturers.

After the success of integrating Audatex's AEG solution into its business, Banburys became the first vehicle repair customer to pilot Vehicle Health Check 2 (VHC2). The comprehensive, automotive diagnostic and analysis tool is used on every job as a best practice measure, to ensure consistency and quality. VHC2 provides diagnostic reporting at the first point of a repair, protecting Banburys and its customers. Prior to its long term integration of VHC2 during the pilot period, Banburys provided vital feedback on usability and functionality of the solution and also the image integration with AEG.



About Banburys

Situated centrally on the South Coast, Banburys is a well established, independent and authorised main dealer approved body and paint centre, with a returning client base covering much of Hampshire and the surrounding counties.

With a team of 10 on site, the business is focused and dedicated to protecting every car's heritage and value.

Banburys' experience and attention to detail ensures that the repair of every damaged vehicle is of the highest standard. It also prides itself on its unrivalled customer service as it believes that its customers are just as important as their vehicles. The Land Rover-approved business often deals with a variety of prestige vehicles, as a result of its reputation for outstanding customer service and quality repairs.

The results

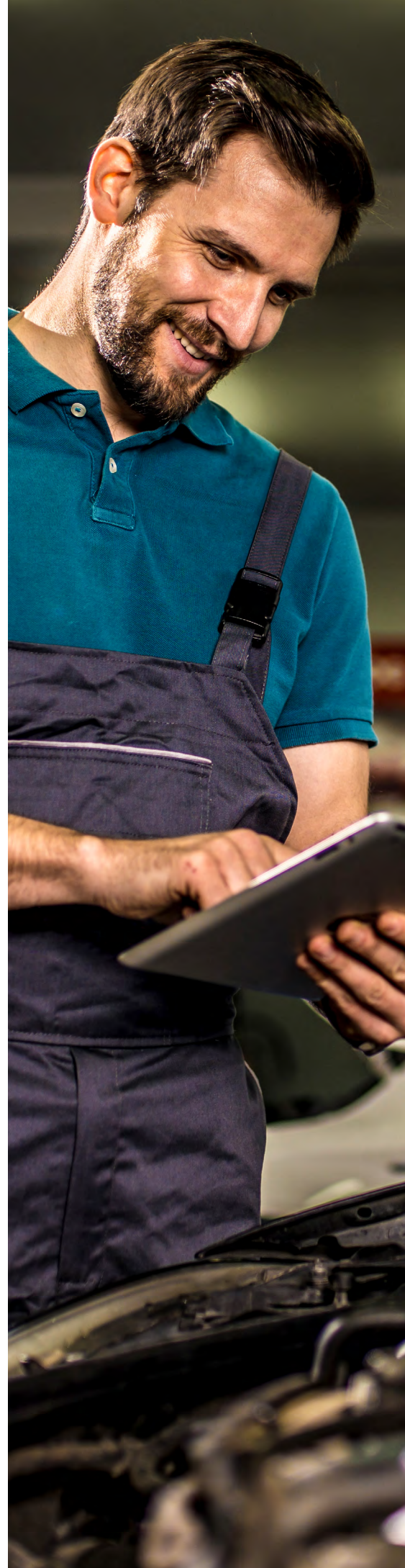
Since integrating Audatex solutions Banburys has seen several ongoing benefits, these include:

- **Strengthening its green credentials** – As VHC2 is a WiFi enabled tablet, the connection allows users to access the internet and visit sites such as Topics, Land Rover online repair methods. Users can then send the topics methods along with diagnostic reports for further evidence on the repair process, without the need for paperwork.
- **Agile working** – The nature of VHC2 also speeds up the vehicle repair process significantly, as users don't need to go back to a computer to search for and print online methods; they are available right in front of them on the tablet.
- **Ongoing support and training from Audatex** – The team regularly attend training courses on the solutions as part of their approval audit process and also to keep up to date with the latest new features. The training helps users to make the most of the solutions and crucially every estimate.
- **Streamlined estimating** – Before AEG, estimates were inputted manually every time. AEG provides automation which streamlines processes and drives efficiencies in the workshop.
- **Saving valuable time** – AudaVin+ also helps Banburys save time by building each vehicle specification quickly and efficiently, with minimal input. This saves huge amounts of time on every job, leaving staff to focus on completing repairs and managing customers.

“Audatex’s solutions, training and support have all been crucial to the growth of our business. We are able to maintain high levels of customer satisfaction which is vital in today’s competitive landscape and we receive great feedback on the tools from our employees.

The solutions are easy to use and mobile so staff can utilise them anywhere around the business. Coverage on Audatex is very good and we have found that the recent updates have made AEG even more user friendly.”

Tim Hulse
Bodyshop Manager, Banburys



A photograph of two men in a workshop setting, looking at a tablet computer. The man on the left is pointing at the engine compartment of a car. The man on the right is wearing safety glasses and holding the tablet. The image has a blue and purple color overlay.

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For more information
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