



 **SCLERA** | Audatex
Vehicle Claims

**Case study:
FixAuto Wrexham
and Oswestry
streamlines
operations
with Audatex**

The challenge

The technology boom across the vehicle repair industry from the early 2000s ignited a vast and rapid change, in not only the way vehicles are repaired, but also how each stage of the repair was managed throughout the entire repair life cycle.

At this time, the knowledge and expertise of Vehicle Damage Assessors (VDAs) remained paramount for the industry. VDA knowledge and experience were the only tools used throughout the vehicle damage assessment process. This limited capacity for growth and increased the likelihood of inaccuracies during evaluations. As the period of industry change continued and the demand for smarter, faster repairs grew simultaneously, it also became increasingly challenging for the bodyshop to keep up with the rate of repairs and the significant amounts of time-consuming paperwork required.

The solution

FixAuto Wrexham and Oswestry first began working with Audatex solutions in 1990. Operating with Audatex enabled the company to streamline all areas of its bodyshop operations to drive efficiency and significantly reduce key-to-key repair times.

The bodyshop implemented AEG which has enabled its damage assessors to carry out damage estimates quicker than ever before, by streamlining the management and communications processes between all parties involved in the repair. Allowing the bodyshop to focus on its primary objective – fixing as many cars as possible, safely, profitably and efficiently.

With the industry constantly moving forward and insurers favouring digital communications, AEG also offered FixAuto Wrexham and Oswestry an efficient way to share and receive repair information. Improving the administration processes of vehicle damage assessments and saving the bodyshop valuable time.

“We couldn’t work without Audatex on a day-to-day basis, there is no other system like it.”

Shane Price
VDA Group Manager



About FixAuto Wrexham and Oswestry

Founded in 1975 by Robin Hitch and his wife, FixAuto Wrexham and Oswestry has witnessed significant growth and industry transformation since its opening. Over this time, the company witnessed a huge period of industry change, kickstarted by the introduction of new regulations and the increasing use of technology throughout the bodyshop by both technicians and supporting staff.

Prompted by their growth, the company have always been early adopters of emerging bodyshop technologies, and the way that they operate today is almost unrecognisable to that of their early years. They now employ 51 staff across two sites in Wrexham and Oswestry, with a combined throughput of around 100 cars a week. To support their continued growth, the company also joined FixAuto in 2011 and have been a valuable part of the brand ever since.

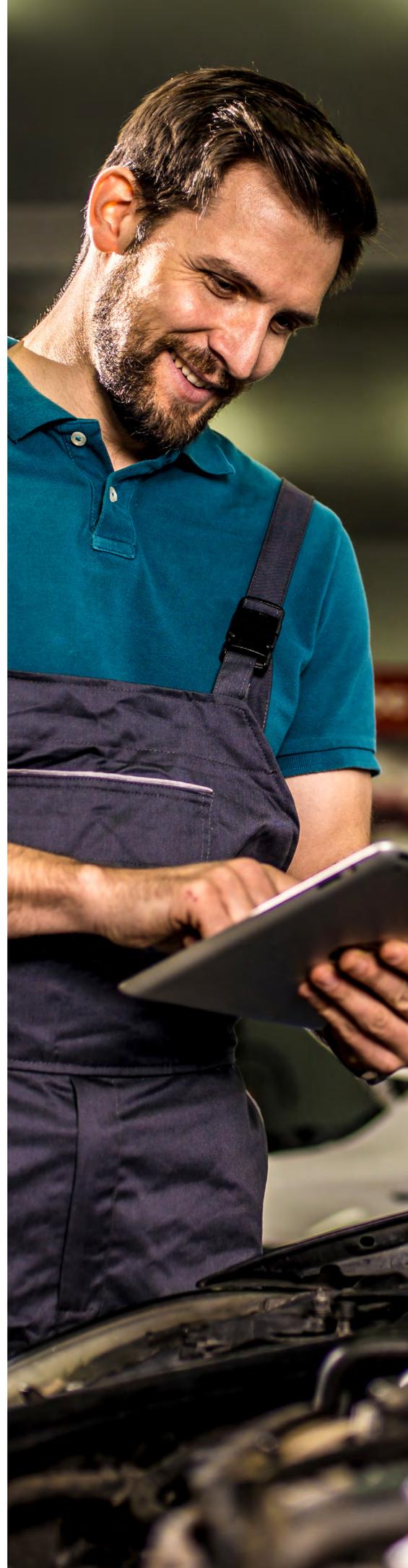
In an effort to achieve maximum efficiency, FixAuto Wrexham and Oswestry also became one of the first to utilise AudaProfile. The centrally-managed tool supports an efficient estimating process, by allowing Richard and his team to create profiles for specific work providers. AudaProfile ensures the correct guidelines are automatically applied to the relevant assessments within AEG. This removes the need for staff to remember and manually enter the correct information on each job. Producing consistent, accurate assessments and ensuring every assessment has been optimised.

In 2012, FixAuto Wrexham and Oswestry also integrated Audatex's Vehicle Health Check 2 (VHC2) solution, which has since become a hugely fundamental tool throughout the bodyshop's day-to-day operations.

“The diagnostics tablet is instrumental in our business and we would not be without it, as best practice we scan every vehicle in and every vehicle out”

Richard Edwards
Bodyshop Director

Using VHC2 has equipped the bodyshop with the ability to run pre- and post-accident diagnostic scans to determine a vehicle's condition as it both enters and leaves the bodyshop. With vehicle technology advancing rapidly, the solution has helped to ensure that every job is completed to the required standard and that each vehicle was returned to the road in a safe condition. VHC2 also gives the bodyshop an audit trail of the vehicle condition as it comes on and off site, giving the policy holder and insurer detailed information on the vehicles condition pre- and post-accident.





The results

Audatex enables FixAuto Wrexham and Oswestry to streamline all areas of the bodyshop's operations and improve the performance of every function required by a modern bodyshop. The bodyshop uses AudatIntel to monitor KPI's (key performance indicators) which are used to benchmark success, productivity and track performance.

Some of the key benefits of implementing Audatex's solutions include:

- Reduction in admin and paperwork
- Improved decision-making and removal of guesswork from the assessment process
- Consistency across all work provider streams when delivering the assessment
- Reduced key-to-key times, increase throughput and overall efficiency gains
- Provision of productivity statistics to support faster repair turnaround
- Better measurement of the bodyshop's KPI's to deliver high-performing results
- 100% quality control checks on vehicles to identify faults and ensure driver safety



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For more information

audatex.co.uk

or call

0333 370 3440