

Embrace digital and connect with customers throughout the entire repair journey



Qapter Connect is a suite of apps to keep vehicle owners up to date about repair progress via online channels.

Connect for customer

- Enable real-time status updates
- Develop multiple messaging channels
- No need to call
- No need to download apps
- Provide proof of progress by sharing photos
- Create a feedback channel

Connect for body shops

- Access job lists and status
- Use of QR codes to identify jobs
- Quick and easy way to upload images
- Ability to message customers
- Access to iOS and Android support



Convenience



Transparency



Speed

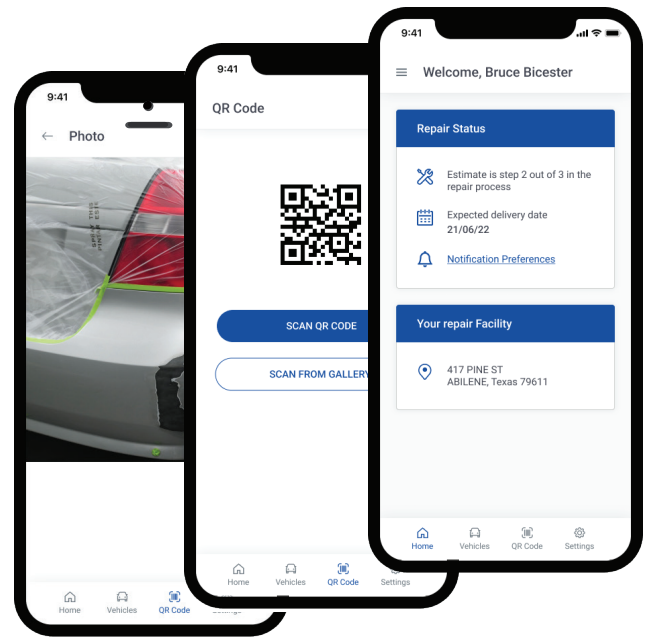


Happier customers

The next generation of drivers are demanding superior customer service

Repairers take photos and update the status of a vehicle repair, by informing their customers, in real-time, of the progress via an Android or iOS mobile app.

This process delivers efficiencies throughout the vehicle repair journey, improves customer service, reduces the number of update calls and reduces cycle times.



60 min less time on the phone



1.2m+ repair orders annually



13 countries in production



Reduce cycle time

Allows for virtual inspection and to speed up communication in case approval is needed for additional damages



Increase customer satisfaction

Informed customers = happy customers

All parties have access to the same up-to-date information



Reduce time on update calls

No need for calls as all parties have 24/7 access to the repair status information