



## AutoWatch

*Over 1.9 Million vehicles tracked through AutoWatch*

*"The picture descriptions were very informative of the amount and type of damage that was done to the car. This is a good way to keep your customers informed..."—Russel G*

### **View Repair Status Online, 24/7**

AutoWatch is a unique customer service solution for collision repair facilities. It allows vehicle owners, your customers, to literally "see" the progress of their vehicle repair through the Internet and your interactive web site. Each day, digital photos are uploaded and posted to a repair facility web site along with the latest vehicle repair status. Vehicle owners can check on their vehicle at home, work and at any time via the internet. Your repair facility is now open 24 hours a day!

### **Reduce Incoming Calls, Improve Customer Satisfaction, Secure New Business**

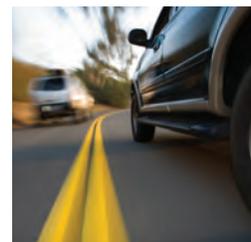
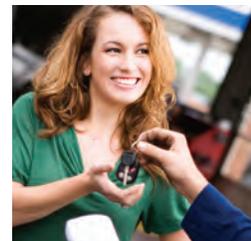
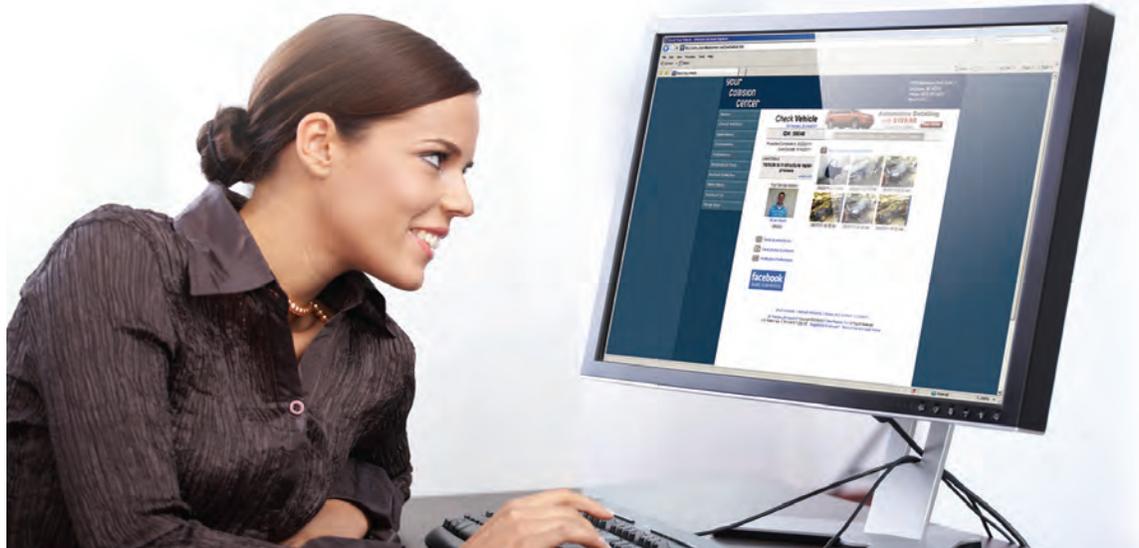
By providing a communication channel for vehicle owners to get instant repair updates, AutoWatch substantially reduces incoming phone calls, improves cycle time and in the end increases customer satisfaction. Improved customer satisfaction levels generate referral business, strengthen existing direct repair relationships (DRP) and help secure new DRPs. Many AutoWatch customers have reported new DRP relationships because insurance companies are impressed with the new level of customer service achieved with AutoWatch.

In addition, AutoWatch is an excellent closing tool. Prospective customers will be impressed by the level of communication technology and transparency offered by your repair facility and this will help you secure their business.

# AudaExplore AutoWatch

“Looks good. Photos are a great feature. Judging from the photos, it looks like the car may be ready before the estimated completion date”.

—Wendy S, September 15, 2011



## Key Features

### Easy Online Access to Repair Updates and Photos

- 24/7 access to vehicle photos and status notes will keep customers up-to-date on repair progress
- Insurance adjusters don't need to visit a shop for supplement approvals. They can review the vehicle with the photos online

### Efficient Communication Channels - Text, Email, Online

- Since the latest vehicle repair status and photos are available on your web site, your customers have fewer reasons to call and incoming calls will reduce substantially
- Vehicle owners can choose to receive status updates via email and text message and in time more of your customers will use email and the web instead of the phone

for updates. That means that your service advisors will be able to better organize their time instead of constantly being interrupted by the phone. Reduced phone calls and improved cycle time will maximize business efficiency

### Facebook® Integration for Easy Sharing

- Vehicle owners can easily share their vehicle updates with friends and family on facebook
- Facebook sharing also means exposure to your repair facility and potential referral business

### Built-In Online CSI Survey

- AutoWatch includes a “pop-up” survey system. In place of the fourth photo, your customer will be prompted to take a brief survey. Why is this important? This survey

takes place while the vehicle is still in your shop. If there is a problem, you can improve your customer's experience while you still have their vehicle. This will increase your CSI scores

### Internal Vehicle Management System

- With the Internal Vehicle Management system, repairers are able to see the progress of all vehicles at a glance. If a vehicle has remained in repair process too long, an alert will be sent out

### Sales and Support Contact Information

Phone: 1-877-977-6473  
emails: sales@autowatch.com  
or support@autowatch.com



15030 Avenue of Science, Suite 100, San Diego, CA 92128

Tel: (800) 237-4968 Fax: (858) 946-1073

[www.audaexplore.com](http://www.audaexplore.com) [www.solerainc.com](http://www.solerainc.com)

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