

CASE STUDY

DRIVING A NEW ERA OF TECH RELIABILITY AND EFFICIENCY FOR THE AUTOMOTIVE SECTOR CUSTOMER

CUSTOMER

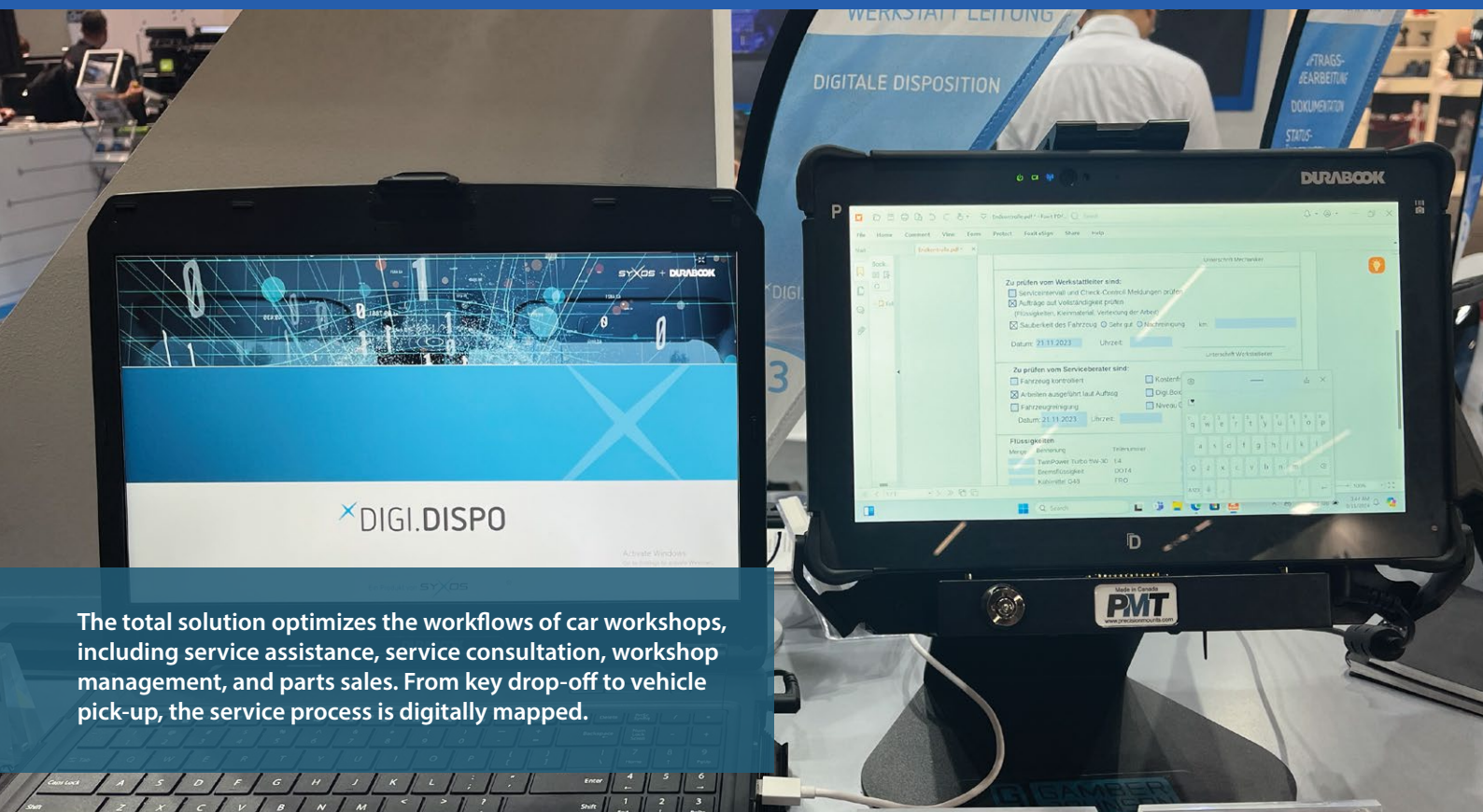
Syxos GmbH

CHALLENGE

Many automotive workshops are reliant on traditional, manual methods of documentation with technicians were filling in lengthily paperwork that costs the business time and money. An added challenge is that many automotive technicians use laptops or tablets that are not robust or reliable enough to withstand the bumps and knocks of a busy workshop environment.

SOLUTION

The powerful combination of Durabook's S14I semi-rugged laptop and R11 rugged tablet provide an end-to-end solution that enables customers to use the DIGI.DISPO digitisation software optimally and seamlessly while on-site in the workshop.



The total solution optimizes the workflows of car workshops, including service assistance, service consultation, workshop management, and parts sales. From key drop-off to vehicle pick-up, the service process is digitally mapped.

CHALLENGE

Munich-based Syxos GmbH develops software solutions and offers IT services that provide maximum flexibility to its automotive customers. Syxos' sustainable digitisation software, DIGI.DISPO, is designed to digitise auto workshop processes, optimising workflows and saving valuable time and resources. Many automotive workshops are reliant on traditional, manual methods of documentation with technicians were filling in lengthily paperwork that costs the business time and money. An added challenge is that many automotive technicians use laptops or tablets that are not robust or reliable enough to withstand the bumps and knocks of a busy workshop environment.

SOLUTION

The powerful combination of Durabook's S14I semi-rugged laptop and R11 rugged tablet provide an end-to-end solution that enables customers to use the DIGI.DISPO digitisation software optimally and seamlessly while on-site in the workshop. Implementation of these devices has boosted technical efficiency and reliability within the sector.

Sophisticated software compatibility

Durabook's S14 semi-rugged laptop is ideal for the workshop environment and is the optimum device for implementing DIGI.DISPO. The software components are pre-installed onto the laptop as part of Syxos' 'Start Up and Get Going' motto, allowing the mechanic to use DIGI.DISPO directly on the device.

The intuitive touchscreen enables the mechanic to operate the software with ease, and as the operative can use the laptop throughout the entire process, it supports Syxos' aim to become paperless.

An end-to-end solution

For the final vehicle inspection, the workshop employee can use the compact R11 tablet to fill out the appropriate form directly on the vehicle. This flexible, hand-held device offers a more versatile and practical solution for completing the job. Durabook products are therefore used in all process steps, from documentation and form completion to communication and transmitting status changes.

Maximum reliability

What sets the S14I and R11 devices apart is their reliability and ability to withstand the bumps and knocks of a busy automotive workshop. Certified with MIL-STD-810H, 4-foot drop and IP53 resistance, the S14I is built to withstand the most hazard-



DIGI.DISPO and Durabook rugged devices create transparency and save workshops valuable working time and resources.

ous environments, while its ultra-long battery life is designed for an uninterrupted performance. Similarly, the R11's IP66 design and 4-foot drop protection offer a robust performance in 1.2kg (2.65 lbs) compact form.

Both rugged devices are also equipped with a DynaVue® sunlight readable display with enhanced brightness, making them ideal for screen viewing in an auto workshop environment. In addition, the R11 offers a 10-point capacitive multi-touch panel with four advanced touch modes, including stylus and glove, making it the most practical and convenient device for technicians to operate on the go.

RESULTS

The powerful combination of Durabook's S14I and R11 devices has provided an end-to-end solution for Syxos' automotive customers that helps implement the firm's sophisticated DIGI.DISPO software, facilitates the digitisation process and supports paperless processing.

The efficiency and reliability of these devices is helping to transform the automotive landscape, providing on-the-ground support for busy technicians while also facilitating aftersales operations and customer conversions. In a competitive environment, the use of these rugged devices is leading

to smoother, speedier servicing for the entire workshop greater transparency and, ultimately, a better customer service experience.

In addition, as a leading tech manufacturer, Durabook's devices are setting the pace for the sector, future-proofing operations and solidifying their position as a pivotal force in nurturing the industry's shift towards smart mobility and enhanced user engagement.



S14I Laptop

R11 Tablet



"The laptops and tablets from Durabook are ideal for workshop use and for implementing our sustainable software DIGI.DISPO. This enables our customers to digitise the entire process around the workshop."

Alexander Baumann,
Managing Director, Syxos GmbH