

Instant Windscreens & Tinting take a transformative journey with RIGA



BENEFITS AT A GLANCE

- ▶ End-to-end job management
- ▶ Forecasted vs actual job costs
- ▶ Automated reporting, fully customisable
- ▶ Easy drag-and-drop job allocation
- ▶ Job check-in and check-out
- ▶ Optimised routing to save fuel and time
- ▶ Ability to manage multiple scenarios on one job
- ▶ Minimised paper handling with customer-linked document storage
- ▶ OHS compliance, with onscreen equipment specific forms



Instant Windscreens & Tinting's mobile units are on call 24/7 to help motorists in need.

Established in 1983, Instant Windscreens is now the largest independent fitting business in Australasia. As well as replacing and repairing windscreens, they tint vehicle, domestic and commercial windows. The company has 43 branches throughout Australia and New Zealand, backed by an impressive fleet of mobile fitters.

The quest for the perfect customer experience

Instant Windscreens recognised the need to improve their customers' experience, eliminate cumbersome paper-based processes, and simplify OHS compliance. They saw how investing in an automated job management and tracking platform would deliver on this commitment.

"Some of our major customers are insurance companies," says Jolene Blair, Call Centre and Communication Manager for Instant Windscreens. **"Our service is an extension of theirs, so high customer experience standards are mandatory. Of course we had well-developed processes. But we wanted to reduce our reliance on manual paper-based tasks and become more efficient. We needed a platform that would deliver beyond our customers' expectations."**

"One of our big pain points," says Blair, "was in tracking documentation. Everything linked to a job was printed out and given to the fitter to take onsite. Then, for the administration side of things to work, each piece of paper had to come back to the right place at the right time. Inevitably, we'd spend time chasing things up."

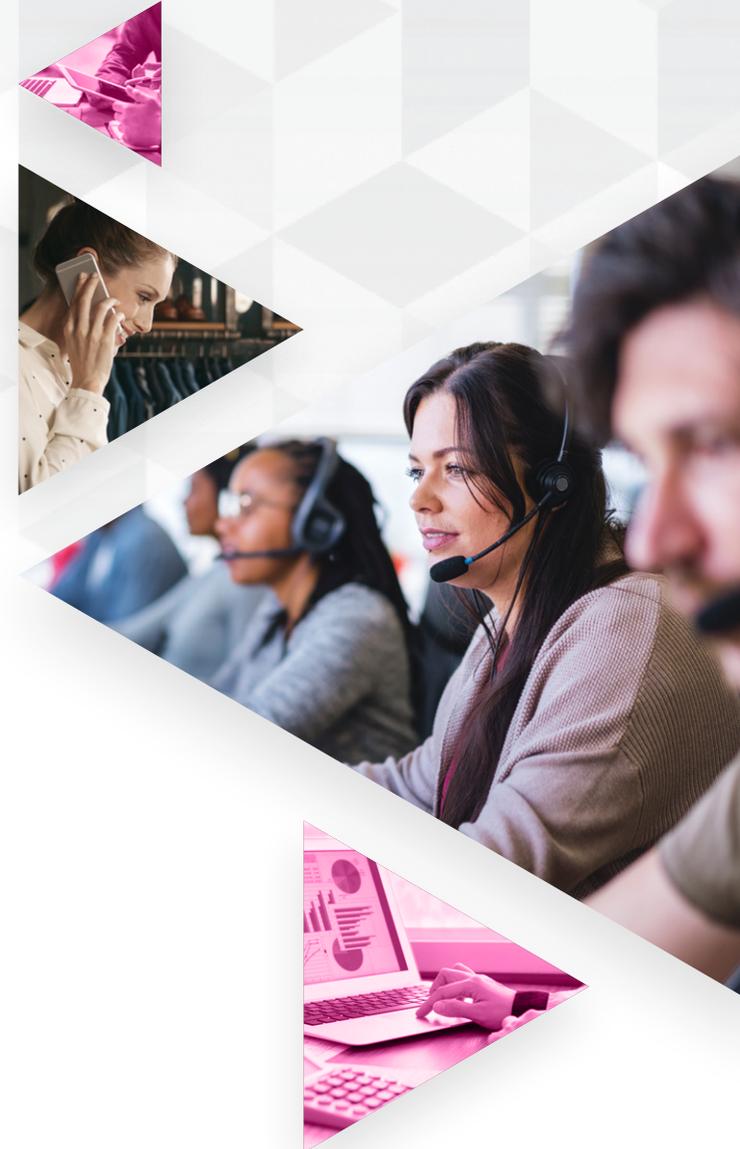
Instant Windscreens were also determined to provide a smooth and seamless transition between their onsite and instore services. They wanted something that worked simply and effectively for both staff and customers. The technology that Instant Windscreens had at the time didn't support their vision, so the search was on for a solution that would.

Going to market

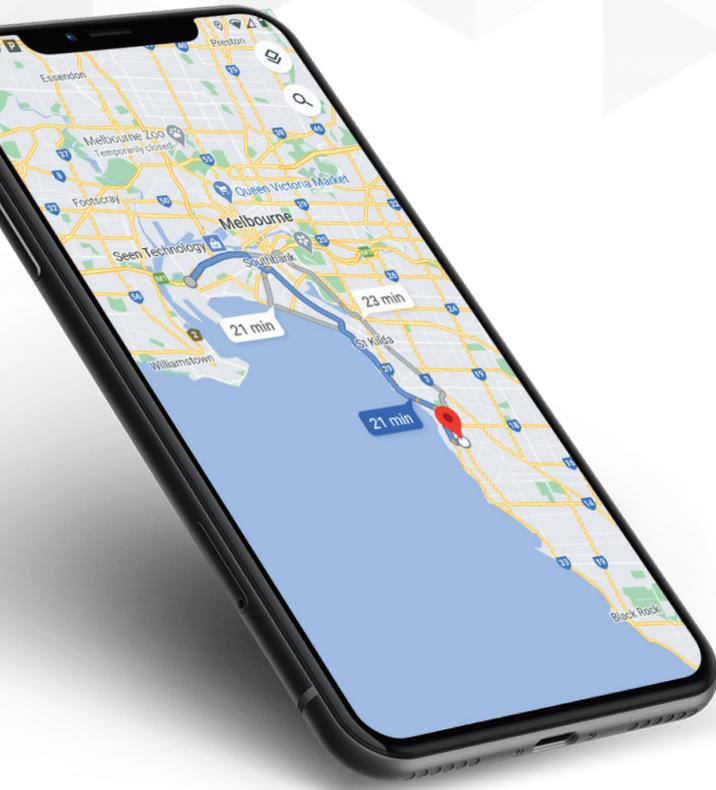
The business knew what was needed.

"We wanted a flexible solution that would support or improve our processes," says Blair. "We needed the ability to automate customer communications and tasks, and reduce the burden of administration on our branch managers."

The Instant Windscreens team also favoured investing in a locally developed platform, and one that understood the way Australasian companies work. They evaluated several solutions which fell short of their expectations, before turning to their managed services partner, Real Innovation Group AU (RIGA), and taking a closer look at their JourneyPRO solution.



Hi John, Your Instant Windscreen Technician is on their way. You can check their location from the link below: instantwindscreens.com.au/khjs183



The journey begins

Blair says that the strong relationship with RIGA was as important to them as the solution.

“One of the great things about them is that they really do understand our business.

RIGA is very, very flexible and more than happy to update workflows and do custom development to meet our requirements.”

Ruan Honiball, General Manager for Instant Windcreens, says that “RIGA JourneyPRO was chosen because of the flexibility offered to adapt their off-the-shelf product to suit our requirements, and their customer-focused approach complemented our business strategy.”

Job management made easy

RIGA JourneyPRO manages all Instant Windcreens' jobs in one place. A simple drag-and-drop action is all that's needed to allocate jobs. And job, insurance, warranties, inspection photos and customer documentation are now all stored in one easy-to-access place.

Instant Windcreens has full visibility of the time and job of every job, and the assurance that they are OHS compliant.

An optimised experience

Every fitter has a Samsung tablet linked to JourneyPRO's built-in route and service grouping capabilities. Route optimisation had a significant impact on branch workloads.

Honiball says, **“JourneyPRO is a ‘first-in-our-industry’ technology that improves our customer service offering, and claims back approximately 2,000 hours monthly in route scheduling for our branch management teams.”**

Instant Windcreens' customers were quick to give positive feedback on the automated real-time alerts. “Multiple customers say that they love getting the SMS, and being able to click on a link and see that their fitter is on the way,” says Blair. “They think it's an excellent experience.”

“The other big thing we've seen is around warranties. Because the fitter now has those details at hand, they can make customers more aware of what they're entitled to. We also take photos of the vehicle before we work on it, and often find that customers weren't aware of existing damage on other parts of the car. It protects us and reinforces to the customer that we have thorough processes.”

From Blair's point of view, the biggest benefit has come in terms of the customer experience. "People go 'wow, that's different, that's something we have never had before.'"

Effortless integration and growth

JourneyPRO integrates seamlessly with Instant Windscreens' current CRM and ERP system (Microsoft Navision). It uses data from the CRM to prepopulate job cards and provide customer-specific documentation. On completion, JourneyPRO sends an automated email to the branch, so the job can be finalised in Navision directly, rather than waiting for paperwork to arrive at the end of the day.

And as Instant Windscreens continue to grow, JourneyPRO grows with them. "We are constantly adding branches and stores," says Blair. **"We simply send their details through to RIGA, who onboard them onto JourneyPRO for us. It's been effortless."**

A new in-store experience – here now!

With the field service experience nailed, RIGA has recently rolled out Instant Windscreens' new instore module.

"We are very excited," says Blair. "It provides our customers with a seamless experience whether they come into one of our branches or use our mobile service, with features like automated SMS notifications when the vehicle is ready."

The journey continues

While Blair acknowledges that other big players in their industry are adopting similar platforms, she says it's essential they stay ahead of the game to remain competitive.

"JourneyPRO has been a great differentiator for us, particularly with our larger customers. We've had very positive feedback from customers when we step them through the capabilities we have now, thanks to JourneyPRO."

Blair says: "For a business like ours, where we want to stay at the forefront of technology, we are always looking at ways to do things better. One of the best things about working with RIGA is they help us do just that."

Our team can help with:

- ▶ Right sizing and delivering your technology strategy
- ▶ Making your data work for you
- ▶ Creating better customer experiences
- ▶ Mobilising your workforce and improving productivity
- ▶ Bespoke software solutions



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