



CUSTOMER SELF-SERVICE LOCKERS

BRINGING SELF-SERVICE TO
THE AUTOMOTIVE INDUSTRY



AutoPoint

The background image shows a row of white AutoPoint locker units in a dealership setting. A person is partially visible in the background, and a car is parked nearby. The AutoPoint logo is overlaid on the image in a large, white, sans-serif font.

Businesses everywhere are investing in customer self-service options to improve the customer experience. An airline passenger for example can book a flight on their mobile, check-in online, get on the plane with an e-ticket, scan their passport at border control and arrive at their destination without ever having interacted with another human being. This journey is the definition of customer self-service.

Self-service in the automotive industry should allow a customer to book through a personalised app after being notified that their service is due with the ability to modify or cancel this booking without the need to speak with anyone at the dealership.

On the day of the booking a customer should be able to turn up, enter their unique code into an AutoPoint locker bank, where the keys to their courtesy car will be waiting, deposit their keys and leave. After authorising and paying for VHC and service work online, customers would be able to scan their QR code into the secure AutoPoint lockers and pick up the keys to their newly serviced vehicle.

From point of service notification, personalised video through iVHC, buying a service plan online and securely depositing and collecting their keys, customers have complete control of their own journey with our full self-service solution.

To find out more about our integrated suite of applications and AutoPoint Lockers call us on 0845 413 0000, or email enquiries@edynamix.com