

Kwik-Fit ramps-up customer service with new mobile system from MMCC Consultants, B2M Solutions and Ryzex

New mobile system delivers five per cent increases in efficiency and cuts communications costs by 75 per cent

Fleet customers are receiving a faster and more efficient service following Kwik-Fit Mobile's decision to equip its off-site tyre fitting fleet of 230 mobile technicians with a cutting edge mobile technology solution developed with MMCC Consultants, B2M Solutions and Ryzex. Kwik-Fit Mobile serves customers that operate some of the UK's largest vehicle fleets such as British Gas and Motability.

Since it went live in early December, Kwik-Fit's third-generation mobile enterprise has already delivered a five per cent increase in efficiency. The faster speed in communications enables technicians to deliver an extra half-job per day on top of their normal ten daily customer visits. Kwik-Fit has also cut its communications cost by 75 per cent and, based on these savings alone, will recover the cost of the new mobile technology system in less than 18 months.

Kwik-Fit chose to work with MMCC as the company already provided support services for the old mobile system. Simon Lucas, Operations Director of Kwik-Fit said, "Developing a third-generation system is potentially more risky than doing it for the first time. We had to get it right otherwise we could have ended up going backwards. MMCC has produced high quality work for us in the past and they've proved to be very reliable and flexible."

The data capture hand-held devices and mobile printers supplied by Ryzex use a new application from MMCC to allocate jobs to individual technicians giving them customer contact details plus confirming all parts needed to undertake a job. When a job is completed, customer signatures are captured electronically and then relayed back to Kwik-Fit's central hub. A customer receipt is then printed from the in-cab printer.

"The five per cent improvement in efficiency is significant," said Simon Lucas, "particularly when you consider the significant efficiencies we had already achieved through two previous mobile technology implementations. Another major success is the ability to capture customer signatures electronically which has removed the need for follow-up paper work on over 2000 jobs per day."

Simon continued, "To replace the previous mobile system, we needed to ensure the new devices hit the ground running. We couldn't afford any mistakes and decided to work with mobile experts who could advise us on the very best solutions in the market."

Based on Kwik-Fit's specific requirements, MMCC Consultants developed the application that now runs on the Ryzex hand-held devices as well as the Zebra RW420 mobile printers. The **mprodigy**TM solution from B2M ensures that Kwik-Fit has full control and visibility of its entire estate of hand-held devices.

MMCC's new application takes Kwik-Fit technicians through their daily work schedules. **mprodigy**TM's secure communications system transfers data to and from the mobile device quickly and securely. "The fast communications means technicians no longer need to wait for authorisation on a job and no longer undertake the work in anticipation that an authorisation is imminent."

In the past, ten per cent of Kwik-Fit's hand-held devices would be returned to head office for repair. The technician would then revert to manual systems with a 20% drop in efficiency. "With B2M's **mprodigy**TM we can now resolve 90 per cent of failures using its remote diagnostics functionality," added Simon. "Any software issue can be fixed remotely without technicians having to come into the office. In fact, in the first three weeks of operation, we were able to send out two software updates at the touch of button which has meant an extremely fast and effective implementation."

Asked whether the project was a success, Simon was in no doubt. "I was very confident of a positive outcome as soon as we had chosen MMCC, Ryzex and B2M as our project partners. The increased efficiencies and cost savings were better than even I expected."

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About Kwik-Fit

The Kwik-Fit Group is the largest independent automotive parts, repair and replacement specialist in Europe and one of the largest in the world. With 1,800 service outlets across Europe it employs 9,000 people. Kwik-Fit has national UK coverage of 570 service centres and more than 200 mobile tyre fitting vehicles, making it the UK's leading tyre, exhaust, brake and MoT specialist. The Group, established in 1971, is owned

by PAI Partners. The pan European private equity firm completed its acquisition of the Group in August 2005.

About MMCC Consultants

MMCC Consultants is an independent software developer providing business management systems for back-office and mobile applications. Its service includes: consultancy to determine business needs; software development using the right blend of off-the-shelf and bespoke products for optimum functionality, efficacy and cost; and on-going system support. The company started in 1998 and is based in Milton Keynes.

About B2M Solutions

B2M Solutions, specialists in managing the mobile enterprise, provides the framework that pulls together an entire mobile infrastructure; maximising the productivity of the remote workforce and protecting the investment in a mobile estate. The modular and scalable **mprodigy™** can be incorporated at any stage of a mobile project to ensure that remote mobile solutions are deployed and managed efficiently. It meets the needs of line-of-business remote users (in parcel delivery, logistics, field service, industrial and retail) who require access to mission-critical corporate data whilst on the move.

www.b2m-solutions.com

About Ryzex

More than 6000 customers worldwide rely on the Ryzex products and services that allow them to receive FullUse® of their bar code, RFID and automated data collection systems, thereby increasing productivity, reducing costs and improving return on investment. Ryzex's products include systems analysis, installation and integration services, wireless networking, new data collection equipment, refurbished equipment, rental programmes, service and repair, and legacy equipment supply and support. Ryzex sells equipment from all major data collection vendors. In business since 1989, Ryzex has more than 350 employees in sales, service, and repair operations across North America and Europe. For more information please visit www.ryzex.com or call +44 (0) 870 413 4444.

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Photo caption: When a job is completed, customer signatures are captured electronically and then relayed back to Kwik-Fit's central hub.



For a higher resolution image please email marianne@thewordsworkshop.co.uk

managing the mobile enterprise

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