



# SENSUS

## autoVHC - EVHC

Helping service workshops  
improve efficiency and identify  
additional repair issues.

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## About Us

Sensus provides products & solutions that digitally enhance the dealership and service center environment online & in-store.

We offer the largest range of Automotive digital products that improve how you communicate with customers, run your dealership and service vehicles.



**Ensuring your business is equipped and ready for the digital era, future digital growth and automotive retailing.**

By partnering with renowned automotive technology providers worldwide, Sensus brings together a suite of digital products & solutions that enhance, Customer experience , Lead generation, Sales conversion, Staff performance and Business management.



## Company Reach

Sensus is based in the Middle east with staff located throughout the MENA region and Asia. Currently, Sensus has customers spanning across 19 countries, three continents and growing.

We have been chosen as the exclusive partner in the Middle East & Africa by a number of world-class software and technology providers. Our efforts to offer the best solutions have included development made for the region, an example of this is the investment of over 1m USD to specifically tailor-make the Titan DMS platform. We have implemented our solutions with proven results throughout the AMI market.



## The Team

“

*Our Mission is to provide our customers with the latest technology that improves how you communicate with customers, run your dealership and service vehicles.*

*At all times we operate with integrity, transparency and endeavour to share our knowledge to drive the region forward.*

SENSUS

## Not Just a Technology Provider Your Partner In Digital Transformation

Our team comes from a background of working for some of the biggest names in technology and Automotive organisations . We have combined 30 years experience in the Automotive sector. understand that when customers are applying new business technology, you need to consider the implementation process, change management, staff training and more. At Sensus, we lead with those factors in mind.

### Using our Technology





## 100+ Businesses

Using Sensus technology  
and solutions





## Our Technology

TITAN DMS



Our **DMS** is at the core of our technology, allowing you to connect each customer journey stage and business department. Forty-five different automotive brands currently use Titan DMS throughout Australia, Europe, Africa, Asia, and the Middle East.



Our **Presale products** use the latest technology to create an advanced dealer website. Together with our lead generation marketing technology, they promote customer visits and intelligently targets high intend customers most likely to convert into a sale.



Our **Showroom technology** is built to keep up with the digital change in how customers view and purchase vehicles. The technology allows the sales team to interact with customers remotely, track customer interaction and create a personal relationship to promote sales.



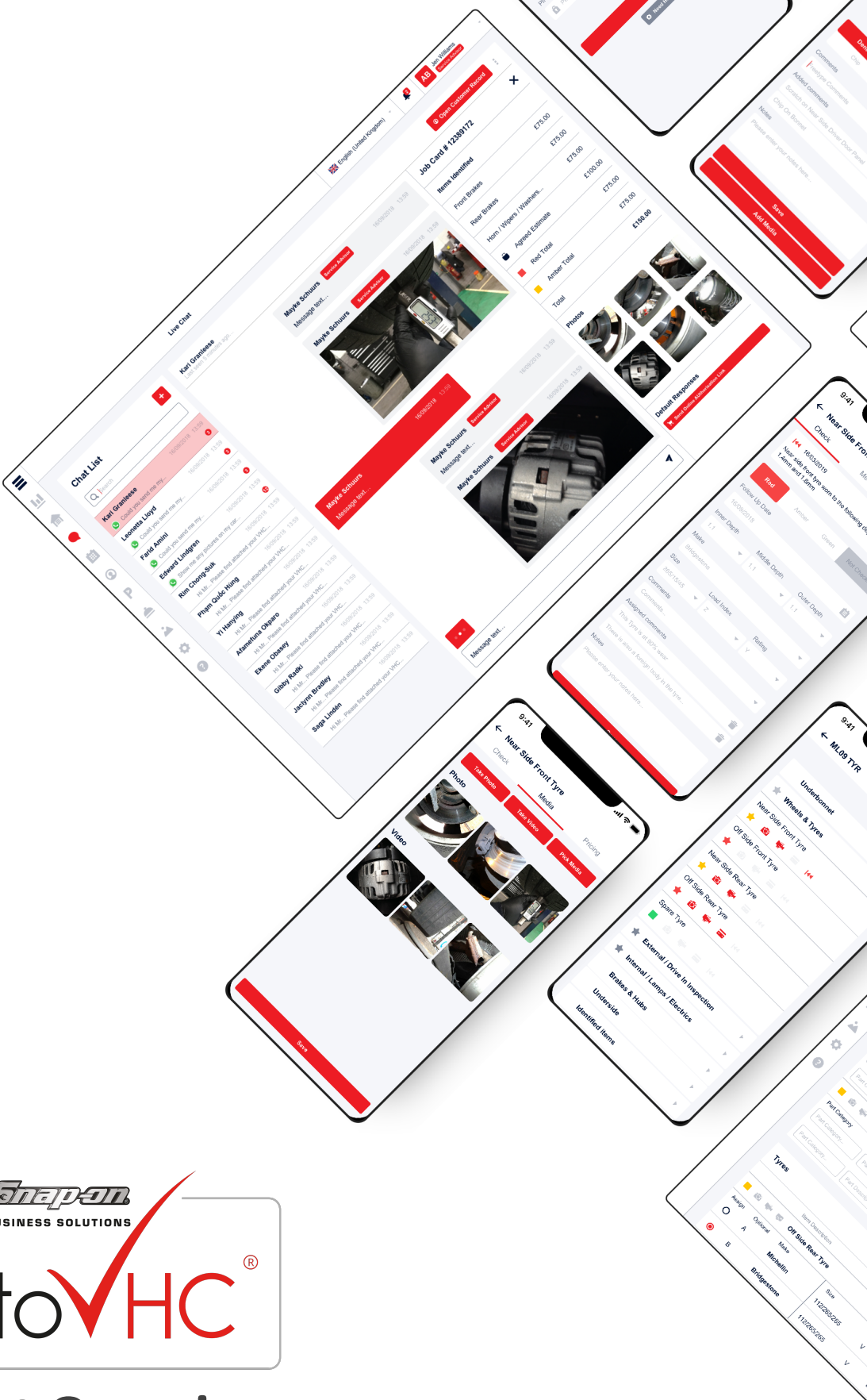
Our **Online technology** creates a digital twin of your showroom online. Allowing a customer to navigate around your showroom, browse vehicles, book a test drive and purchase in the comfort of their home.

We digitally bring your online showroom to life with a virtual reality experience.



Our **Aftersales technology** creates a digital workshop. helping repairers inspect, identify, communicate and sell additional work required during every workshop visit. Creating a paperless environment connecting with customers efficiently and effectively.





Product Overview

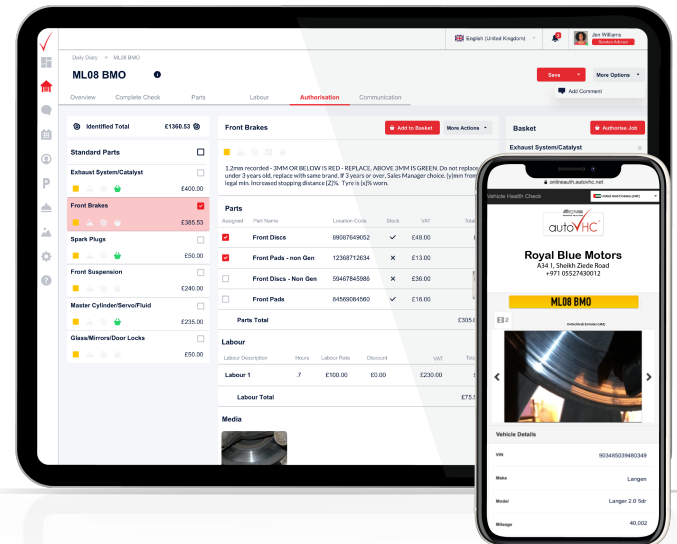




autoVHC is a comprehensive Electronic Vehicle Health Check (eVHC) product from Snap-on Business Solutions, a business unit of Snap-on Incorporated.

Since 2007 autoVHC electronic vehicle health check (eVHC) software has helped dealerships worldwide generate more than \$1Billion dollars of service business.

autoVHC is a process and profitability focused Business Unit that develops software for the aftersales market.

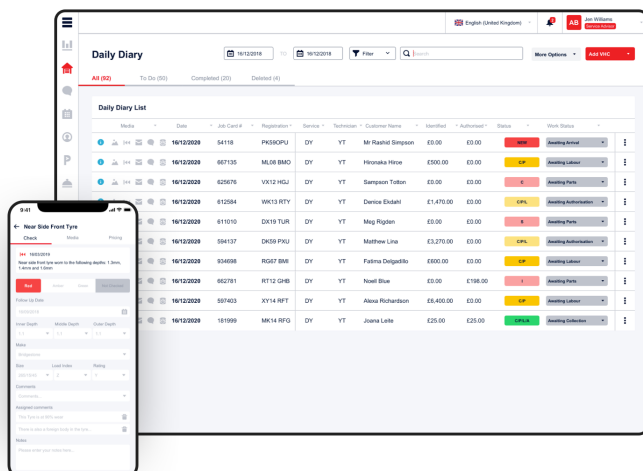


## \$27USD

### Average Uplift per job

Typical implementation of autoVHC within a business will yield an average uplift of \$27usd per job completed.

### The autoVHC system is able to offer a Complete Vehicle Health Check Solution.



- Complete Offline Capabilities
- Supporting multiple standardised processes
- Template editor for in-house template creation and process customization
- Photo and video allows repairs to be explained visually to a customer.



**50**

Countries Using autoVHC



**15,240**

Active users

**SENSUS**



**2Billion +**

Parts items identified



**70+**

DMS Integrations



**40million +**

VHC'S Completed to date



# Jobs Booked into autoVHC.

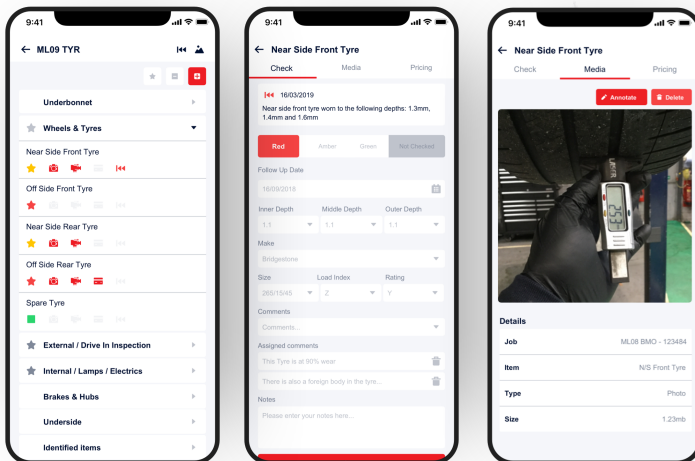
Jobs are imported either manually or via an import done from a DMS or CSV file.

- Integrations with 70+ DMS providers
- Full visibility of all jobs that have been booked in.
- DRIS can be utilised to customise the page to suit your workflow
- Full visibility of the dealership team throughout the day.

Date	Job Card #	Registration	Service	Technician	Customer Name	Mileage	Authorised	Status	Work Status
16/12/2019	94116	PH00KPU	DY	YT	Mr Rashed Simpson	N/A	N/A	Waiting	Waiting
16/12/2019	967135	ML08 BMO	DY	YT	Hikari Hira	N/A	N/A	Waiting	Waiting
16/12/2019	635676	VW12 HGL	DY	YT	Sampson Totton	N/A	N/A	Waiting	Waiting
16/12/2019	612544	WV13 RTY	DY	YT	Devon Egan	N/A	N/A	Waiting	Waiting
16/12/2019	611010	DK18 TZR	DY	YT	Mag Rigan	N/A	N/A	Waiting	Waiting
16/12/2019	594137	KA03 PJS	DY	YT	Matthew Line	N/A	N/A	Waiting	Waiting
16/12/2019	934556	R05F BSL	DY	YT	Fabrizio Dringello	N/A	N/A	Waiting	Waiting
16/12/2019	962761	HT12 GHB	DY	YT	Noel Blue	N/A	N/A	Waiting	Waiting
16/12/2019	997403	XT14 BPT	DY	YT	Alex Richardson	N/A	N/A	Waiting	Waiting
16/12/2019	181959	MC18 RFD	DY	YT	Joana Lobo	N/A	N/A	Waiting	Waiting

# Vehicle Health Check Performed.

autoVHC offers a Native Application available on both iOS and Android for the health check process.



- Complete Offline Capabilities.
- Supporting multiple standardised processes
- Template editor for in-house template creation and process customization
- Photo and video allows repairs to be explained visually to a customer.

# Dealer reception information screen

Providing customers with updates about the status of their vehicle throughout the day. Full tracking of each VHC for the customer. Available through TV screen in dealership or on customers device.

Job Name	Job Card #	Registration	Latest Update	Status
Juan Jose Esteve	93552	NR0 BMO	14:21	Work Completed
	93408	PE15 LFG	18:15	Job Pending
	660387	VW029 THG	18:45	Job Pending
Envalia Scanmont	413773	PO08 HGB	18:20	Job Pending
Therese Muelo	141659	V79 HGF	17:06	Job Pending
Sebastian Westergren	967135	NR09 ZGA	13:39	Work Completed
Olivia Evans	518504	DS60 HTU	19:15	Vehicle Out

# Jobs Booked into autoVHC.

Jobs are imported either manually or via an import done from a DMS or CSV file.

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- DRIS can be utilised to customise the page to suit your workflow
- Full visibility of the dealership team throughout the day.

**Daily Diary** 16/12/2018 TO 16/12/2018 Filter Search More Options Add VHC

All (92) To Do (0) Completed (0) Deleted (4)

**Daily Diary List**

Media	Date	Job Card #	Registration	Service	Technician	Customer Name	Identified	Authorised	Status	Work Status
1	16/12/2018	54118	PK90OPU	DY	YT	Mr Rashid Simpson	N/A	N/A	NEW	Awaiting Arrival
1	16/12/2018	667135	ML08 BMO	DY	YT	Hironaka Hiroe	N/A	N/A	NEW	Awaiting Arrival
1	16/12/2018	625676	VX12 HGJ	DY	YT	Sampson Totton	N/A	N/A	NEW	Awaiting Arrival
1	16/12/2018	612584	WK13 RTY	DY	YT	Denice Ek Dahl	N/A	N/A	NEW	Awaiting Arrival
1	16/12/2018	611010	DX19 TUR	DY	YT	Meg Rigden	N/A	N/A	NEW	Awaiting Arrival
1	16/12/2018	594137	DK59 PXU	DY	YT	Matthew Lina	N/A	N/A	NEW	Awaiting Arrival
1	16/12/2018	934696	RG67 BMI	DY	YT	Falima Delgadillo	N/A	N/A	NEW	Awaiting Arrival
1	16/12/2018	662781	RT12 GHB	DY	YT	Noell Blue	N/A	N/A	NEW	Awaiting Arrival
1	16/12/2018	597403	XY14 RFT	DY	YT	Alexa Richardson	N/A	N/A	NEW	Awaiting Arrival
1	16/12/2018	181999	MK14 RFG	DY	YT	Joana Leite	N/A	N/A	NEW	Awaiting Arrival

# Simple parts pricing for the parts department.

Parts and Labour pricing can be completed in multiple ways to align with each dealerships workflow.

- Inline pricing providing users all the information required to accurately price a repair.
- Integrations with 3<sup>rd</sup> party pricing solutions, DMS pricing and Tyre services.
- Full fast fit module allowing quick pricing from either web client or native application.

**ML08 BMO**

Overview Complete Check Parts **Labour** Authorisation Communication

Labour Items

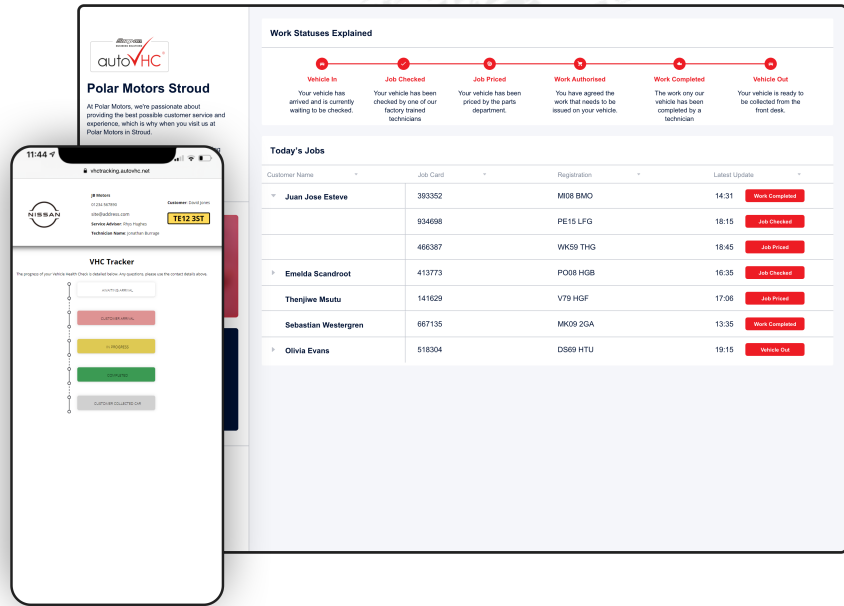
Item Description	Labour Hours	Labour Rate	Total (Exc. VAT)	VAT	Discount	Total Price
Horns/Wipers/Washers...	23	£100.00	£2,300.00	£230.00	£0.00	£2530.00
Front Brakes	23	£100.00	£2,300.00	£230.00	£0.00	£2530.00
Rear Brakes	23	£100.00	£2,300.00	£230.00	£0.00	£2530.00
Off Side Rear Tyre	23	£100.00	£2,300.00	£230.00	£0.00	£2530.00



## Dealer reception information screen

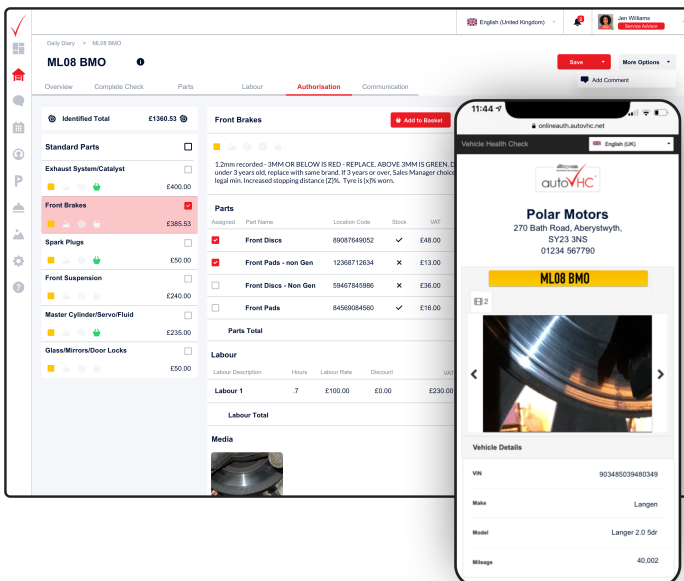
Providing customers with updates about the status of their vehicle throughout the day.

Full tracking of each VHC for the customer. Available through TV screen in dealership or on customers device.



## Gaining Customer Authorisation.

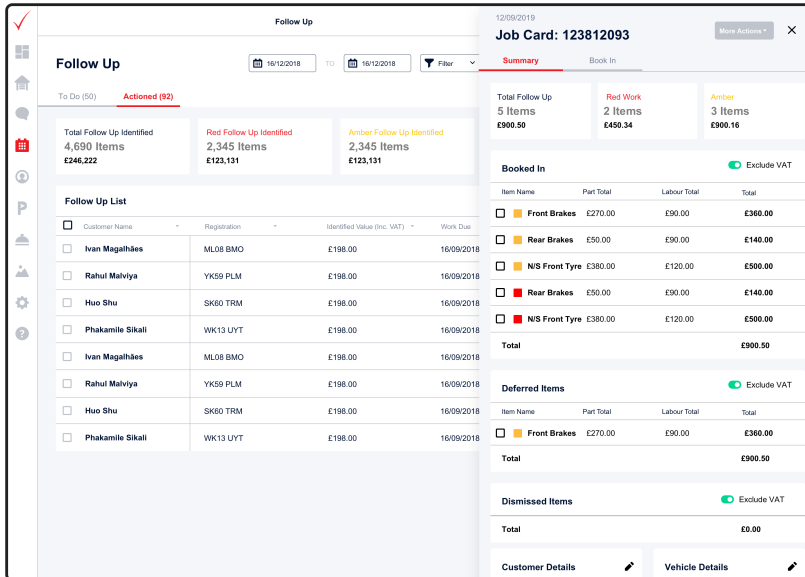
Providing service advisors with the information they need to communicate repairs effectively.



- Online authorisation portal allowing customers to authorise their work from anywhere.
- Integrations with payment providers to help finalise authorisation for customers
- Traditional authorisation can be completed via phone, email or live chat.
- Service Visuals integration to help explain repairs to customer

## Unauthorised work entered into Follow Up.

Providing a secondary opportunity to upsell any outstanding repair work to a customer.

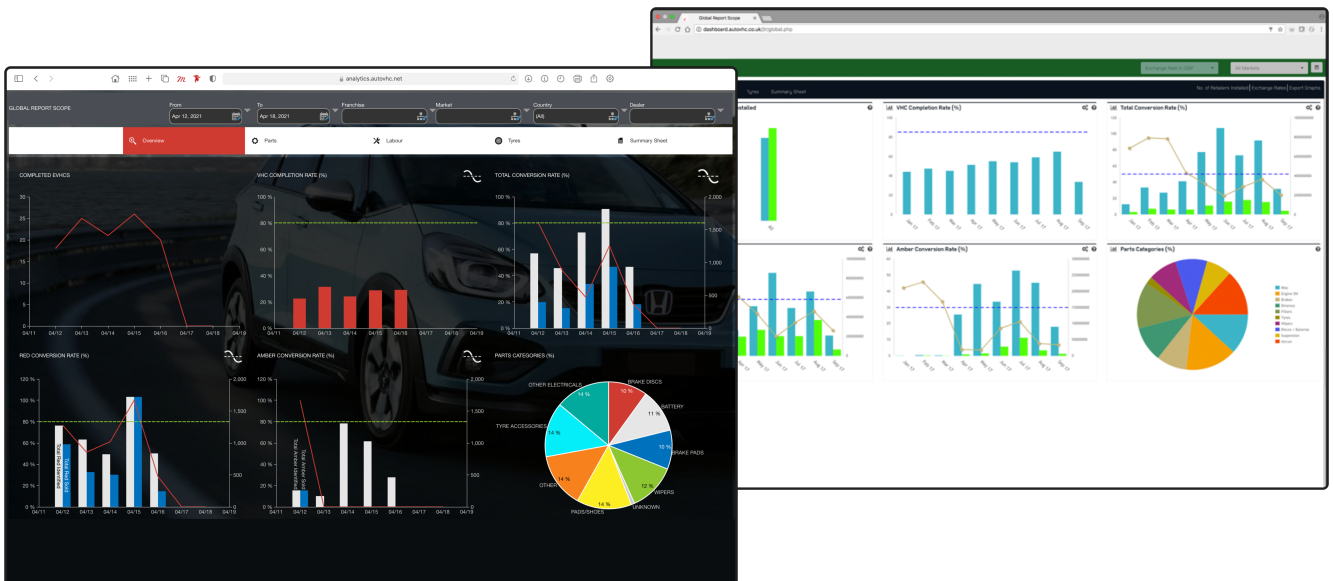


- Automated follow up through predictive marketing
- Compliant communication ensured through GDPR and contact controls.
- Allows the customer to be re-entered into the system for a secondary chance at gaining upsell

## Reporting

Bespoke reporting available at Brand, Group and individual dealer level.

- Providing key metrics about aftersales performance.
- Individual KPI trackers to focus on business improvement
- Customisable dashboards to suite individual business needs





## Technical Animations

Containing over 450 service and repair animations that get the message across in a simple, engaging and effective way through your EVHC.



- Clear and informative animations using realistic images that are easy to understand
- Our Audio Visual animations have professional voice-overs that explains the need of the service in simple language helping the customer understand more efficiently.
- Interactive animations can be used at the service counter allowing the service advisors to explain concepts using their own words which are backed-up by our powerful Images



## Make complex descriptions easy to explain and understand

- Helping technicians build trust with their customers by breaking down complex descriptions into simple animations.
- Helping on the job trainees to understand the work required before they involve themselves in real time repairs.
- Helping students understand their complex theories with the help of our interactive animations and to get them comfortably into their working environment with all the knowledge they require





# SENSUS

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