

# ECG Spring Congress

## Digital Vehicle Handovers

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**European leaders** in the provision of risk management, claims and logistics quality solutions to the finished vehicle logistics sector

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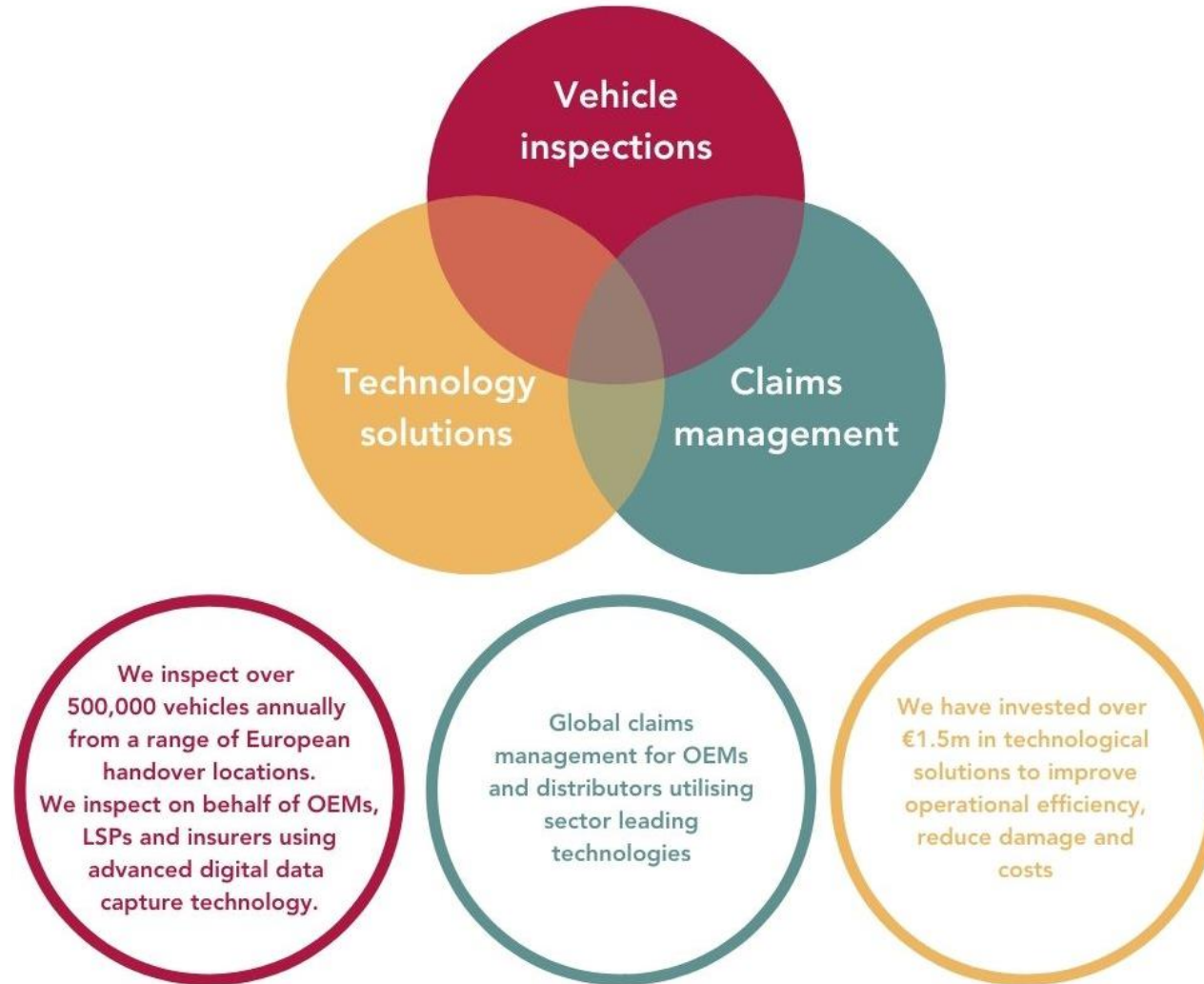
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## In summary

- Digital Vehicle Handovers are here but a more joined up approach is needed
- Data flowing freely reduces operating costs and protects margins
- There is a push across stakeholders to do this and stop just talking about 'collaboration'
- I'll explain what, how and why...



# Our approach



Leading on **Quality**

# Our approach

- 🌀 Finished Vehicle Logistics is subject to more change now than it has for 25 years
  - Demand side challenges
    - Economic disruption
    - Changes in vehicle ownership & purchasing models
  - Supply side challenges
    - Semi-conductors, interrupted supply chains, labour availability
  - New technologies
    - Inside and outside the vehicle
    - Shift from ICE to EV
    - Blockchain and system development

# Our vision for the sector

## RESPONSIVE TO CHALLENGES

New technologies  
New distribution channels  
Electric vehicles

## LOGISTICS QUALITY

Damage free and reliable deliveries  
Data shared and a collaborative approach  
Enhanced customer satisfaction



## PROCESS EFFICIENCY

Smooth data flows  
Removal of OEM / LSP legacy tech

## MINIMISED COST

Damage removed  
Administration costs reduced



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# Technologies

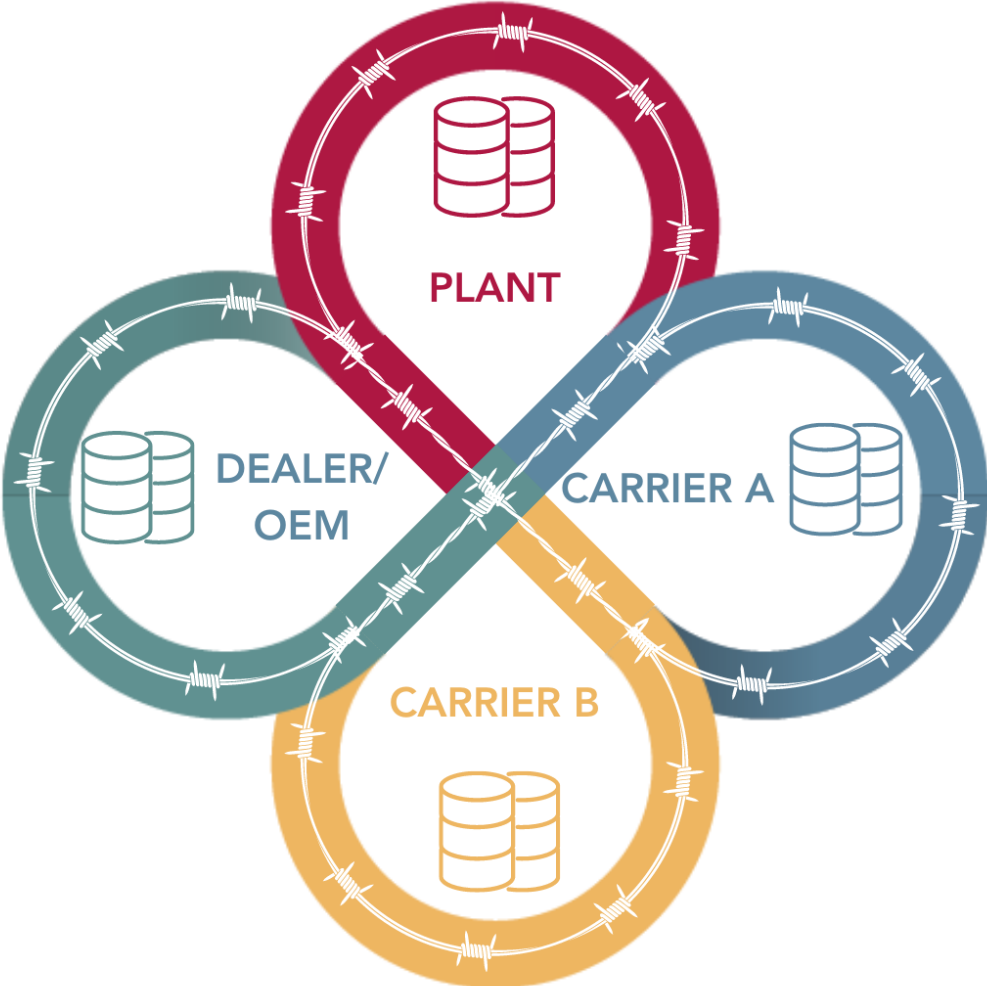
- 🌀 What is a handover
  - To be clear: to record the vehicle condition at gate release and points of handover for liability assessment in the claims process
- 🌀 Two digital approaches
  - Photo booth systems
  - Digitalised physical inspections - by the LSP or their appointed inspection agent
    - How data is captured varies

# Data silos

- Data is generally being captured by a party for their own very specific purposes
  - To know vehicle condition at plant release
  - To protect against a recovery
- Data is stored in silos for specific & individual reasons
  - No perceived need to share, no one to share it with
- Data is extracted for specific purposes
  - Administrative burden defending liability



# Data silos



# Unlocking the data



- All this data has value but it needs to come out of the various silos
- So data can be shared at the moment the event happens
- Technological solutions to data sharing:
  - Blockchain
  - “Global Inspection Database”

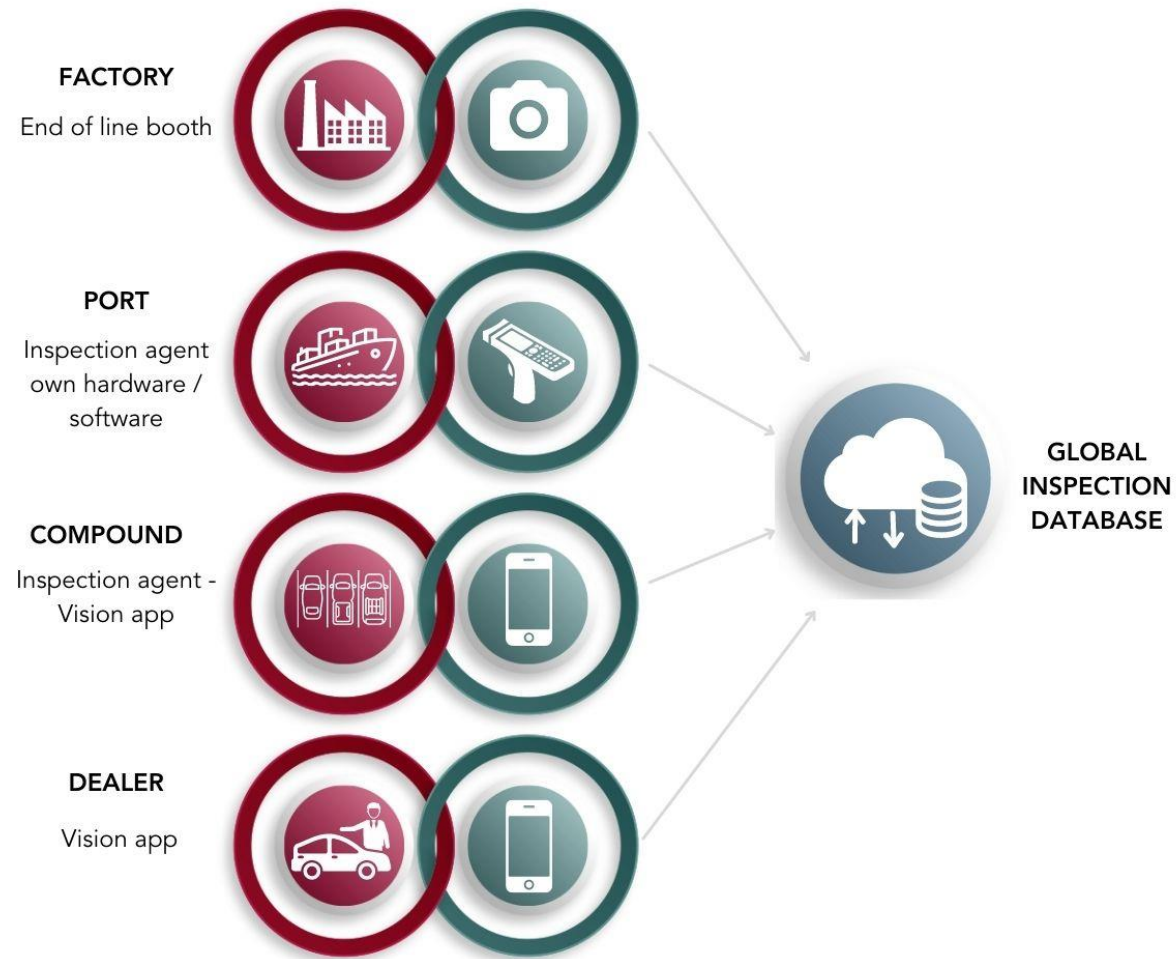
# Blockchain

- The integration of data from various systems for use by authorised parties
- Connecting everyone so data flows freely
  - Not just DVH but any relevant data e.g. for planning, vehicle tracking
- Replaces and works around legacy technologies

# Global Inspection Database

- Gathering of data from current digital inspections
- Data normalised and stored
- No requirement to change hardware, software or processes
  - Just provide the data
- Damage notification processes automated

# Global Inspection Databases



# Why now?

## Technology

- AI moving fast
- Blockchain coming on stream
- Inter-system connectivity
- Storage costs falling

## Economics

- Drive to reduce costs & increase efficiency
- Protect and grow margins

## Collaboration

- Often discussed but if not now, when?

# ECG's role

 ECG supporting the process of digitalising the supply chain

 Digitalisation Working Group

- Representing a range of OEMs & LSPs focused on identifying issues relating to DVH
  - Standardisation of damage code & reporting
  - Standards for inspections and image quality
  - Standards for transfer of electronic messages
  - A legal protocol to handle variances to statute and usual contracting terms

 Resources are available to help you!

# Sevatas's role

- 🌀 We're supporting the ECG
- 🌀 Our commitment is to engineer our solutions to support data flows & efficiency
  - Offering our software as services
  - Approach based on apps / mobile technology
  - Claims systems designed for LSPs
- 🌀 We're leading our clients towards DVH and greater efficiencies for LSPs



# The challenges

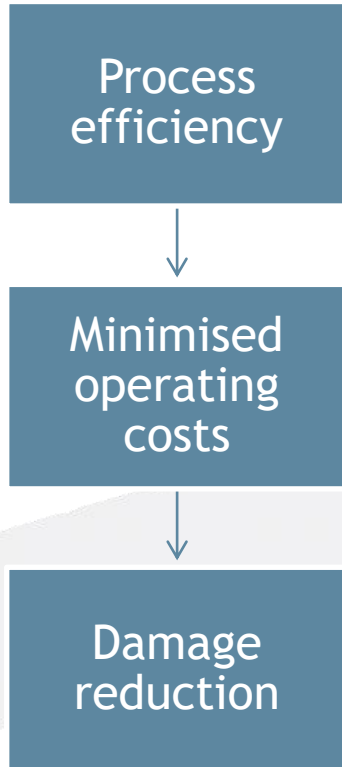
- 🌀 Picking the right technology for you at the right moment
- 🌀 Breaking data out of silos isn't easy
  - Operational inspection processes are well established across multiple stakeholders
  - Cost implications - new kit, new software, EDI connections, licencing fees, data hosting & storage
  - Waiving some contractual protections if the paper disappears
  - Data ownership and attachment
  - Change is hard - bandwidth to drive it through

# The rewards - why engage



- An integrated supply chain means everyone knows where the damage occurred, before the claim is even reported
- Transparency over vehicle condition at every handover
- Factory damages stripped from the supply chain
- Recoveries directed correctly, first time
- Damage reduction through gathering of data before claims (long tail...)

# The rewards - why engage



- Operational process improvements - e.g.
  - Counter-signatures - don't need to be managed within the handover location
  - Re-purposing handovers for e.g. vehicle tracking
  - Support where LSPs are repairers - repair operations
  - Over the horizon planning
- Improved customer / dealer experiences, supporting a customer first approach
- Preparedness for next generation photo booths and improved AI, including at dealer locations

# Moving forward together

- 🌀 There is a route forward
- 🌀 This is about mindset, not changing existing technology or investing huge sums
- 🌀 Improving data flows reduces costs
  - ROI arguments can be supported
- 🌀 Talk to us, talk to the ECG team
  - Over a coffee, now if you like! 😊

# Contact us

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