

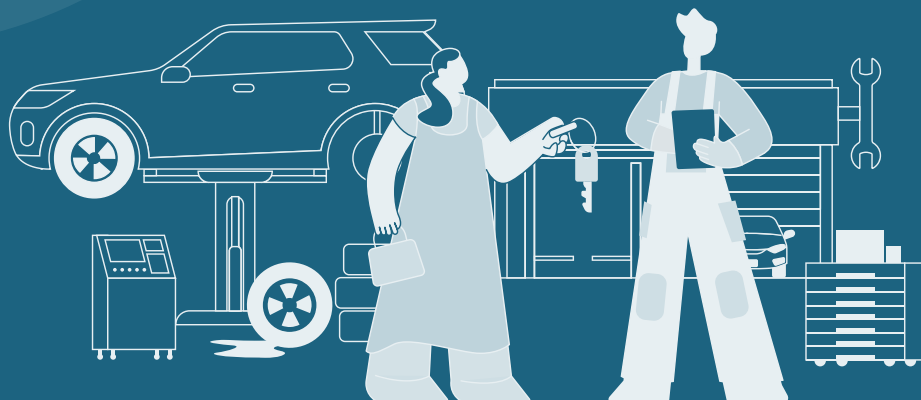
# Avayler Hub Pro

**Avayler Hub Pro gives businesses a complete, customer focused service solution, automating services on-site while managing the physical location itself.**

Whether your business offers services at a workshop, garage, retail store, clinic, pop-up site or any other physical service center, Avayler Hub Pro provides an end-to-end service solution that integrates with all your backend systems, giving you complete visibility of your space, stock, technicians and customers.

Improve on-site service operations and better engage customers with a digital, automated approach. Make customers feel empowered at the forefront of your operations with workflows that ensure each job has the right parts and the right technician, while keeping

prices low. Give technicians the power to provide seamless customer service and keep customers informed. All this while reducing your operating costs and increasing efficiencies.



## Deliver A Better Customer Experience

Customers often feel uncomfortable coming to a physical location for services. Will their level of care be up to standard? Will they be aggressively sold more than they asked for or needed? Will the technician be able to complete the job? Avayler Hub Pro makes your customers feel at ease about their service experience by providing informative touchpoints throughout the process. From booking their appointment online and selecting their products and services through to service and invoicing, customers have digital communication at every step of the way.

## Drive Operational Efficiency

Improve site profitability with dynamic scheduling, automating appointment booking by technician skill set and industry-standard job times, powered by machine learning. Seamlessly integrate supply chain and dynamic pricing for rapid part delivery at the right price. Technician workflows ensure compliance and efficient job completion. Central visibility enhances resource planning and utilization, providing transparency for technician allocation. Optimize your business with Avayler.

## Reduce Operational Costs

Proprietary algorithms optimize your on-site calendar, increasing availability and jobs per day. Integrated customer booking website improves feedback and increases bookings. Group center management allows flexibility to group service centers based on attributes or implement custom groups. Stock management ensures complete visibility of parts availability, increasing first-time fix rate and reducing errors and shrinkage. Experience enhanced efficiency with our system.



Increase customer satisfaction



Increase first-time fix rate



Reduce stock shrinkage



Reduce operating costs



Increase service margins



Increase job productivity

**The Avayler Hub Pro product is underpinned by Avayler Core which supports the entire work order management lifecycle, from customer order to resource management to planning and scheduling the work, through data collection to customer sign-off and invoicing.**

Avayler Core provides businesses with the architecture necessary to deliver the best customer journeys, including pathways to purchase, customer order management, a configuration studio, schedule board, industry standard API integrations, reporting and business intelligence.

## Your customers demand better.

Isn't it time you delivered?

+1 (888) 298 9038

info@avayler.com



avayler.com

# Avayler

# The Power of Five

## Dynamic Scheduling Engine



Create availability in centers based on technician (i.e. technician shifts, technician level) and physical site factors (i.e. bays, opening times). Enable resourcing availability where technician data is not available. Capture and view a single source of truth for technician level, and shift data all within the system which plugs into your HR system. Flexibly reallocate jobs in real time.

## Dynamic Pricing



Machine learning takes average price from past jobs and automatically provides a quote, allowing customers to transparently see pricing upfront without assessment by technician on site. Pricing is integrated directly with suppliers which means your customers will never overpay for the parts (whether that's disc brakes, medicines, bikes, furniture, etc.) and services they need.

## Technician Portal



Empower your technicians to provide a seamless customer experience with our industry built technician portal. Technicians see detailed information about their jobs, delivered based on the system's schedule optimization. Location information and dynamic route optimization ensures technicians will be on-time and delays are easily communicated to the customer.

## Customer Portal



Give customers the experience they have come to expect from Amazon and other CX powerhouses by bringing them along on their own automotive service journey. After checkout, customers are given login details to the portal. There they can access information about the service they have requested including parts and price.

