

Vehicle Identification

One should be able to identify vehicle and owner information using the identification mechanism. Could be useful for Police for theft checking and reduction, Insurance companies could use it for physical verification of the vehicle, Vehicle workshops could use it to better the customer service Vehicle information could be accessible within punching of a button or even maybe moment the vehicle enters a premise or is near any tracker hardware.

- In the automotive service industry, two factors are essential for success - outstanding customer service and operational efficiencies. Through outstanding customer service, automotive service companies can gain customer loyalty, increase the number of customer referrals and provide more customers with lucrative preventive maintenance services. Operational efficiencies, on the other hand, improve repair and maintenance accuracy, reduce errors, improve decision-making processes and allow more vehicles to be serviced, increasing revenue.
- To assist its services staff in retrieving information needed for their work and to meet the heightened service expectations of its customers, the client Web-enabled its internal information systems. In an effort to further streamline the service and repair process and to gain deeper insight into operations so that it could better serve customers, the client also sought to improve the timely exchange of data between vehicles and service center back-office systems.
- Improved customer satisfaction by reducing the need for customers to fill out forms and provide information about their vehicles to customer service representatives during the check-in process. The representatives can more quickly access the vehicle's history and suggest which periodic maintenance services should be performed. They can also determine what parts are in stock for the various models, which helps customer service representatives keep customers informed about their vehicles while respecting their time. This improved level of service results in higher customer loyalty.
- The application should be developed in a generalized fashion so that all options should be customizable.
- The product should be customization to be used by police to use for vehicle tracking in case of vehicle thefts etc.
- Similarly, insurance companies should be able to use this application for maintaining vehicle information.