



IT and Automotive

# Digital Transformation in After-Sales The Next Generation of Cloud-Based Diagnostics

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After-sales is about identifying errors and problems in vehicles and mobile working machinery as fast as possible and then rectifying them. Within this scenario, an efficient service tester is an indispensable tool for repair shop employees and mobile service teams when it comes to localizing errors, troubleshooting and commissioning components and vehicles. However, implementing a consistent service concept presents vehicle manufacturers with a number of challenges.

It is not unusual for important information to be distributed across a number of different systems: The CRM system contains customer contact details, the ERP system focuses on serial numbers and order information for spare parts, and software versions are documented in the deployment management tool. Outdated or only partially updated tester software including diagnostic data in the field also complicate service and repair procedures. Then, the service staff on site may well have a range of different qualifications, necessitating an individual approach with regard to user roles and rights. All this often leads to inefficiency and faults. This in turn impairs

the quality in after-sales and ultimately severely tarnishes the reputation of the manufacturer.

## Central Data Platform in After-Sales

Using state-of-the-art cloud technology, Softing TDX enables vehicle and component manufacturers to respond dynamically to the specific requirements of individual vehicles and control units. As a single point of administration, the cloud solution Softing TDX.server allows easy updating of diagnostic content and the tester software itself – customized and all over the world.



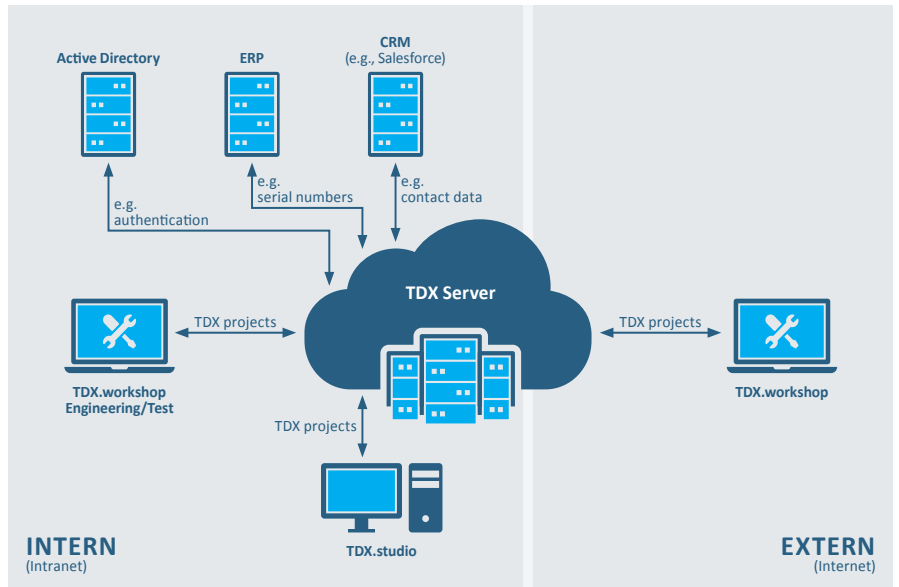
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Furthermore, system administrators have centralized role and rights management. By linking certain functions to roles, it can be ensured that only authorized employees can perform certain functions, such as vehicle programming.

A feedback mechanism integrated in the tester also contributes to the continuous improvement of service and maintenance processes as well as tester functions. In this process, diagnostic content creators have access to a wealth of information and can upload finished tester projects to the system at the touch of a button. Diagnostic procedures, operating steps, images and videos as well as repair and maintenance instructions are thus finally released. And the roll-out of the software to repair shops can be controlled precisely. The latest software versions and diagnostic content are thus made available systematically.

### Central Data Platform for Digital Transformation in After-Sales

By using a cloud-based data platform with IT backend connection, software updates and diagnostic content can be updated and rolled out centrally. As a component in the TDX tool suite, Softing TDX.server is a comprehensive solution for aggregating



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data from different sources. In this way, all relevant information, such as user log-in information, documents, software statuses and versions as well as user and customer feedback, can be stored centrally and linked in a database. The digitalization and networking of all relevant processes and data in after-sales can increase the efficiency and quality of service and repair

processes, reduce costs and significantly improve the satisfaction of service technicians in the field and ultimately of end customers.

[Find out more about Softing TDX](#)

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