



Hexagon is Revolutionising the Customer Experience



Serving ACC - a consortium of three Automobile Clubs (Queensland, South Australia and Western Australia) that are implementing a new Computer Aided Despatch (CAD) system in a multi million dollar project over the next two years - CARS (Common Australian Roadside System).

The Challenge

Lack of visibility to parts, customer data and pricing on the road

Multiple devices adding complexity for drivers

Customers expecting extra value in service and loyalty

Solution

- Surefire mobile POS solution integrated with Hexagon CRM and call systems
- Complete inventory systems including warehouses and vehicles
- Single, integrated solution for driver productivity including taking payment on the spot.

Benefits

Allocation of the right vehicle with the right stock to the right job

Immediate recognition of the customer data including loyalty/discount status

Capturing complete transaction data in a single operation including payment

More efficient inventory management and potential for up-sell on products and services

"Our customers' ability to effect change critically depends on how well they leverage the explosion of data and the disruptive disciplines that make it invaluable – from private and public clouds and real-time analytics to the connectivity of virtually everything." Hexagon Annual Report 2015