



## MECAPLANNING:

# COMPLETE TRANSPARENCY IN THE WORKSHOP

A few months ago, CFAO Automotive began using Mecaplanning, a new software application for managing workloads in the workshop and relations with customers. The software is another string to the CFAO Automotive network's bow as it continues its efforts to achieve greater efficiency.

**“W**e have been working on the idea of efficiency in the workshop for the last few years. After we rolled out the ‘My efficiency pathway’ programme, the Group’s IT systems converged,” explains Jean-Christophe Mercier, Director of Parts, Services and Quality Plans at CFAO Automotive. The latest innovation is the launch of the Mecaplanning software developed by 3D Soft. The application was selected in 2012 following an invitation to tender issued by head office and has proved popular with the staff as it is well suited to the needs of the division. Its success is not surprising: Mecaplanning is already used by major manufacturers

and “allows the subsidiaries to optimise workshop organisation while improving customer communications,” says Mercier.

### HIGHLY CONCLUSIVE TRIALS

Following the success of a pilot scheme at the Kinshasa and Lubumbashi sites in the Democratic Republic of Congo in December 2012, the Abidjan facilities introduced the software in Côte d’Ivoire in March 2013. “In just a few months, the workshop increased its work capacity by 25%; we moved from organisation based on Excel to a totally automated system that improved the reliability of our appointment bookings,” says a delighted Olivier Buisson, Director of Toyota After-Sales Service in Abidjan. “Our customer satisfaction rating has also soared!” Mecaplanning has also been adopted on the other side of the world, in New Caledonia. “The interface is more user-friendly and full-featured than the software we were using before. It is well suited to our needs,” explains Benoit Champvillard, Director of Parts and Services in New Caledonia.

### A FRONT- AND BACK-OFFICE REVOLUTION

Above all, Mecaplanning offers a per-

sonalised customer interface, with on-line appointment bookings, automatic text-message reminders and a profile page showing the status of the vehicle. “Our customers are technology-minded and like the system’s features, which make our service more transparent and more efficient,” notes Jean-Christophe Mercier. “Internally, the software is also a valuable management tool for managers. It optimises resources allocation by displaying information in real time.” Not only can customers check on the progress of repairs and their file, they also have access to annotated records showing details of their vehicle, its status, etc. for better follow-up. If a problem arises (such as a repair taking longer than expected or needing to source a spare part) the customer is even notified in advance by their Customer Service Adviser! “This is an excellent management tool but it does require some coaching for the teams in addition to the training week provided by the Mecaplanning teams,” emphasises Olivier Buisson. The software has already been installed in around 15 workshops and will continue to be rolled out gradually and developed further. It will soon include an assisted reception service for tablets. ■