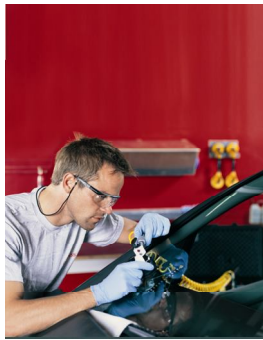


## Business case Carglass®



### The Challenge

The key concern for Carglass® is to maximise the customer service at all levels. The launch of the “Delight” program for exceeding expectations at every customer contact is part of that philosophy. The ICT department actively took part in that, looking for ways to improve customer service by automatisation, standardisation, shorter process flows and faster and easier information exchange between the drivers with a broken vehicle glass; the Carglass® repair service and the insurance and leasing companies.

At 3 levels efficiency and cost reduction was taken into account:

- call and repair,
- billing
- (e-)archiving.

### The strategy

Service is key at Carglass® confirms Stefaan Hermans, Regional IT Director.

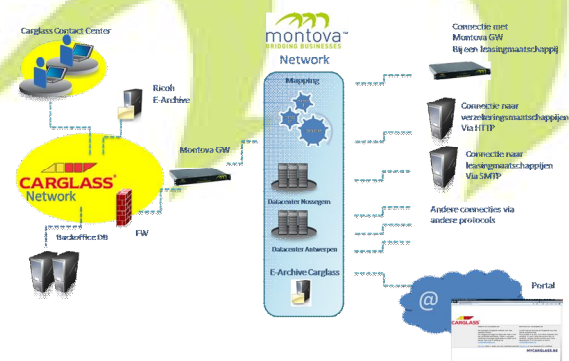
Carglass® decided to develop their own communication standard for EDI, and looked for a partner for transport and translation of the messages (if necessary) for the communication with external parties. The communication flow consists of 3 key elements:

- checking the status of the individual driver (leasing company, insurance, licenses)
- billing, linking the driver’s reference/ticket number to the file for the insurance company,

- archiving the files with mutual access for Carglass® and the insurance and leasing companies.

Brain2’s Montova™ EDI communication platform was chosen for 2 main reasons: our offer of a flat fee, non-transactional EDI solution and our real down to earth solution. Stefaan Hermans adds that one could see Montova™ as an “electronic DHL”, taking care of outgoing messages and delivering them in a secure way to the right external party in the right format, with tracking and logging and possibility for control by Carglass®.

### The result



There is a triple win:

- Drivers know immediately if a broken vehicle glass can be repaired, no administration has to be done for follow-up of work orders or authorisation.
- Carglass® can work faster and more efficiently, knowing 24/7 and at the instant if a repair can be done, billing automatically the right party and using electronic access to each individual repair file, avoiding lots of

transcription and paperwork.

■ Leasing and insurance companies have secured and confidential access to the e-archive of Carglass®, at any time for all their drivers.

A big advantage for Carglass® is that communication and archiving is done by one partner, says Roland Henrard, IT Manager at Carglass® Belgium, there is one secured link to Brain², and Brain² takes care of transport and delivery of all EDI messages to any third party. Carglass® only has to organise their internal mappings according to the business logics.

*"Technologies used:*

- CSV file to XML mapping,
- HTTP mapping
- Brain² datacenter
- EU regulation compliant e-archive

## About Carglass® (Belron®)

BELRON® is the world's largest vehicle glass repair and replacement (VGRR) company, and the only dedicated provider of VGRR services operating on a global basis, generating revenues in excess of €2100 million in 2008. Our vision is to be the world's No.1 choice for vehicle glass repair and replacement.

BELRON® has operations in 29 countries across four continents, specialising in the replacement of irreparably damaged glass and the repair of chipped windscreens using the industry leading Glass Medic® repair system. Our call centers handle forty calls every minute and every three seconds a BELRON® business replaces a piece of glass or repairs a windscreen. We have 1,800 service centres and 8,000 mobile repair vehicles serving over 9 million motorists worldwide.

The role of BELRON® is to provide support for all its companies around the world and to grow and develop the BELRON® Group as a global business. The focus of each business unit is to implement the strategy that has been jointly developed and agreed with the Centre. Cross-border collaboration and the sharing of resources, ideas and best practice supports all that we do.

We are committed to continued geographic expansion both through the acquisition and integration of leading VGRR businesses, and by developing a growing network of franchisees.

## About Montova™

Montova is a managed appliance of Brain².

Brain² is an ICT consulting and services company. Each day we deliver high level consulting and quality services to achieve maximum customer satisfaction.

Montova™ is tomorrow's number one EDI, B2B and e-Invoicing solution.

With Montova™, organizations can exchange information, data and business flows with their partners; regardless of size, format, location or technology. The 24/7 monitored platform offers unparalleled guarantees and security for a flat annual fee.

The interoperability and independence of Montova™ make it an organization's best choice for secure B2B integration and e-invoicing.

Montova™ is a managed appliance of Brain²

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