

COMFORTDELGRO ENGINEERING LAUNCHES **SINGAPORE'S FIRST END-TO-END CAR REPAIR APP**

18 November 2020 – Is your car making funny noises? Time to send it in. Now you can book an appointment, monitor the progress of all repairs and be alerted when the car is ready – all through an app!

ComfortDelGro Engineering has launched Singapore's first end-to-end workshop app for all its customers. Called the CDGE App, it aims to make car repair and maintenance that much simpler and convenient for customers.

From booking an appointment, to tracking the status of the car repair in real-time, receiving repair quotations, and “shopping” for car care related products, the app has it all. Customers will also receive a push notification when their cars are ready for collection, allowing them to better plan their schedule. Previously, all updates and quotations were done either through a phone call, email or WhatsApp.

The App also provides servicing records of a vehicle for up to two years and enables customers to check out other services, including car grooming, accident repairs and car washes, which CDGE provides.

The real-time status tracking feature, which is currently on pilot run at its centre in Braddell, will be extended to other branches in Loyang, Pandan, Sin Ming, Sungei Kadut and Ubi by the end of next month.

Complementing the CDGE App is its Smart Workshop Digital System (SWorDs) App. With this, service staff are able to digitally “check in” the car when the customer sends it in for servicing. Photographs of the car in its original state can now be taken using 10-inch touchscreen tablet. The car is then assigned to an available technician, who receives the job in real time via a company-issued mobile phone. Previously, the checking in process was done on paper.

Depending on the servicing package that the customer chooses, the technician can now refer to the same SWorDs app for a comprehensive list of areas to check. Should there be other

repair works that are needed, the technician is able to inform the supervisor, and then through the CDGE App, push out a quotation of the repairs to the customer. Once the customer accepts the quotation through the CDGE App, the technician will be able to carry out the repairs.

Mr Ang Soo Hock, CEO of CDGE, said: "Car repair is a very manual process but the communication with our customers doesn't have to be. We felt that by leveraging on technology, we would be able to improve the customer experience, make work processes more efficient and our people more productive. Going digital is also enabling us to go Green. For example, our staff can now do away with the paper trail such as the old job cards. They can now send quotations for repairs digitally to customers; assign jobs without referring to a paper roster; and carry out servicing according to a ready checklist that is available in the App."

Sales Manager Mr Alex Ong, 43, a SPARK Car Care customer of over eight years, is one of the first customers to download the App. He said: "The CDGE App is user-friendly and gives me control over some key features which I find very useful. Previously, I used to have to call the centre to book appointments, check my service history and service package balance but now I can do all that and even check the status of my car's servicing progress instantly on the app."

The CDGE App is available for download on both the Apple App Store and the Google Playstore.



Background

ComfortDelGro

ComfortDelGro is one of the world's largest land transport companies with a total fleet size of about 41,200 buses, taxis and rental vehicles. We also run 83km of light and heavy rail networks in Singapore. Our global operations span seven countries – Singapore, Australia, China, the United Kingdom, Ireland, Vietnam and Malaysia.