

BODY LINK

Bodyshop Solutions from Viccari Wheelle



ClaimWatch™ has arrived...

All bodyshops know that, however committed they are to customer service, customer and work provider calls can often be a major source of interruption. You know the kind of calls - "What stage is my car at?" and "When will my car be ready for collection?"

ClaimWatch™ is a web-based job tracking system developed independently by bodyshop experts Viccari Wheelle. Current ClaimWatch users report a reduction in the number of unnecessary calls. This allows them to get on with what they do best - quality repair work.

ClaimWatch enables motorists, work providers and bodyshops to track the status of their vehicle repair(s). Motorists simply log-on to your website, (using a secure access code) and view the progress of their repair.

ClaimWatch also enables you to monitor courtesy car allocation, access customer and work provider details and it helps to ensure maximum workflow in the bodyshop at all times.

Data input has also been made easier. Data can now be directly imported into ClaimWatch from Audatex and Glassmatix; thus minimising the need to double enter shared data. The latest version incorporates SMS text messaging - so your customers automatically receive progress updates on their mobile, at stages selected by you.

...STOP PRESS...
It's official! ClaimWatch is a finalist in the Bodyshop Magazine Innovation Awards... Watch this space...



“ ClaimWatch is just what we were looking for - a simple to use, highly effective product that streamlines our workflow administration and significantly improves standards of customer care... and it's customised to our company website! ”

Neil Berryman - Managing Director, Minimec.
www.minimec.co.uk

from only **£15** per week!
Visit www.claimwatch.co.uk for details

*For full details of our highly cost-effective bodyshop package please visit our website or call Viccari Wheelle on 01273 244088

'One stop' shop Minimec

Minimec, a Berkshire based accident repair specialist, have been working with Viccari Wheelle for the past five years - and they are particularly satisfied with the two most recent projects that Viccari Wheelle have completed for them.

Minimec offer their clients a wide range of services and these are all well represented in their new marketing folder, designed by Viccari Wheelle. The breadth of Minimec's activities is truly reflected in the new folder, which includes a selection of inserts detailing essential information for their customers.

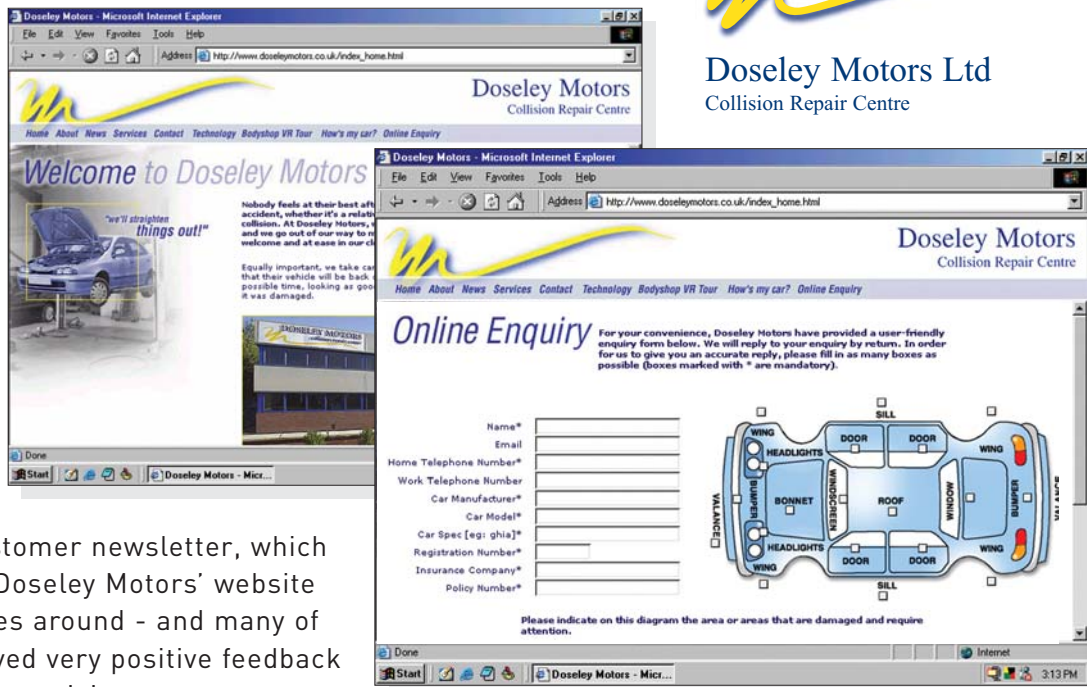
Minimec's corporate image is further enhanced by the new Minimec website, www.minimec.co.uk, incorporating ClaimWatch. Minimec were one of the first bodyshops with the vision to pilot ClaimWatch - and it's proving to be a huge success. Minimec have received extremely positive feedback from all their work providers and motorists alike - everyone is delighted to be kept up-to-date with the status of their car's repair!



Is this the ultimate bodyshop website?

Doseley Motors, based in Telford, Shropshire, are one of the largest bodyshops in the region. When they recognised the growing importance of the web they contacted bodyshop experts, Viccari Wheele, to help them create a professional and effective website.

www.doseleymotors.co.uk incorporates several innovative features, including an interactive 360° Virtual Reality view of the workshops with 'hot spots' which reveal behind the scenes images at the click of a mouse; an online job enquiry form with visual cues on a vehicle and a car tracking system - ClaimWatch. An animated audio-visual introduction to the site is also included, as is a customer newsletter, which can be easily downloaded. We believe this makes Doseley Motors' website one of the best and most exciting bodyshop websites around - and many of the site visitors agree with us! Doseley have received very positive feedback from both customers and industry suppliers - why not visit www.doseleymotors.co.uk and see for yourself?



Doseley Motors Ltd
Collision Repair Centre

www.doseleymotors.co.uk

Signage Designs on Autodex



Autodex, a major client of Viccari Wheele have recently undertaken a brand reinforcement exercise, encompassing new internal documents, literature, external signage, vehicle liveries and the development of an exciting new website for launch in Autumn 2002.



Richard Fagan, Group Managing Director at Autodex, says "As an established but growing business, corporate branding is important to us and our customers. We look to continuing our successful working partnership with Viccari Wheele."



Perfection by remote

Craig Hunter, MD of Livingston Accident Repair Centre in Scotland is proof that the web is a powerful marketing tool - he sourced Viccari Wheele through the Auto Body Projects website!

The relationship has been a successful one. Livingston Accident Repair Centre now have a new corporate identity and a marketing brochure - and are delighted with both. And, to further underline the importance of modern electronic communications, the whole project was completed without a single face-to-face meeting between Viccari Wheele and Craig Hunter!



Completed recently - more bodyshop websites...



www.buckinghamcoachworks.co.uk



www.tcsgroupltd.com



www.jmwadey.co.uk



Viccari Wheele have just increased their office space by **1000sqft**. The larger premises are necessary to cater for the continuing development and customer support needs generated by the success of **ClaimWatch**.

For more information about the many ways in which **Viccari Wheele** can help your bodyshop, please call **Steve Wheele** or **Elizabeth Ralls** on **01273 244088**



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