



Bodyshop

Getting agreement on a condition assessment from a customer and insurer can be a difficult, lengthy and costly process.

CitNOW Bodyshop solves these problems by allowing you to provide an accurate condition assessment of each vehicle, quickly and efficiently, for both insurers and customers. In addition, the CitNOW Bodyshop app can be used to identify non claim related work which could be upsold and repaired at the same time as the accident damage.

Key benefits:

- 1. Reassurance** - Everything is clear and transparent, as you show your customers the genuine parts, qualified technicians, OEM approved repair processes, all being used on their vehicle.
- 2. Reduce** - By using this app, the number of erroneous damage claims from customers dramatically reduces, minimising your wasted time and reducing administration costs.
- 3. Upsell** - Use video to show additional work that could be completed whilst the vehicle is in your bodyshop resulting in more upsell of retail work.
- 4. Relationship** - Create a positive and transparent relationship by using video, to give detailed justification of the repair method to improve efficiency and reduce downtime.

About CitNOW

In 2008 CitNOW was formed to solve one challenge, how to allow people to view cars without visiting car showrooms. Typical of the company we are today, **the solution was breathtakingly easy** - video. And so the automotive video industry was born.

But, as is often the case, the simpler the solution, the more complex the thinking behind it. It is this thinking, however, that has helped us to constantly evolve and change the landscape - not for the short term, but for the future, because when we do something, we commit to it.

Simply put, we provide app-based video and digital communication solutions to create a more transparent and easy car buying and owning experience for your customers. It's smart video - tailor made for sales, web, workshops and bodyshops - for smarter retailing.



Key Features

- ✓ **Communication**
Supported by text and email message, CitNOW Bodyshop helps to keep the lines of communication clear between all parties.
- ✓ **Consistency**
A brand approved email is sent to your customer with a link to their video, helping to maintain a consistent brand presence across all consumer touchpoints.
- ✓ **Ease**
Video and still images are presented to the customer through one delivery, and one collection, mechanism.
- ✓ **Validate**
Date and time stamp, with GPS coordinates, are burnt into the video for validation purposes so everyone knows when and where it was taken.



To view example videos and case studies visit
www.citnow.com/bodyshop



Request a demo and experience the power of a personal video presentation
www.citnow.com



To find out how CitNOW can benefit you call us on: **+44 (0)1189 977740**
or email: sales@citnow.com