

# Avayler Hub

Avayler Hub gives businesses a complete, customer focused service solution, automating services on-site while managing the physical location itself. Whether your business offers services at a workshop, garage, retail store, clinic, pop-up site or any other physical service center, Avayler Hub provides an end-to-end service solution that integrates with all your backend systems, giving you complete visibility of your space, stock, technicians and customers.

Improve on-site service operations and better engage customers with a digital, automated approach. Make customers feel empowered at the forefront of your operations with workflows that ensure each job has the right parts and the right technician, while keeping prices low. Give technicians the power to provide seamless customer service and keep customers informed. All this while reducing your operating costs and increasing efficiencies.



## Deliver A Better Customer Experience

Customers often feel uncomfortable coming to a physical location for services. Will their level of care be up to standard? Will they be aggressively sold more than they asked for or needed? Will the technician be able to complete the job? Avayler Hub makes your customers feel at ease about their service experience by providing informative touchpoints throughout the process. From booking their appointment online and selecting their products and services through to service and invoicing, customers have digital communication at every step of the way. No matter how many times they visit, customers will get the same quality of care and consistent experience.



## Drive Operational Efficiency

Make your sites more profitable by taking more appointments during the day. Dynamic scheduling automates appointment booking by technician skill set and industry standard job times, powered by machine learning. Seamless integration to your supply chain and dynamic pricing ensures rapid delivery of the right parts for the job at the right price. Technician workflows ensure compliance and efficient completion of jobs. End to end, central visibility improves resource planning and utilisation delivering transparency across your business to support the allocation of technicians.

## Reduce Operational Costs

Proprietary algorithms continually optimize your on-site calendar, managing white space and feeding back into an integrated customer booking website, increases availability and jobs per day. Group center management provides flexibility in the platform to group service centers where attributes are the same, or implement custom groups if required, enabling businesses to make changes to influence increases in sales or to block availability. Stock management ensures complete visibility of parts availability and increases first time fix rate, ensuring customers will get the parts (and service) they need when they book their appointment. The system reduces ordering errors and reduces stock shrinkage.

# The Power of Four

Get only what you need with a modular service solution.  
Deliver seamless customer experiences and build trust and loyalty.



## Dynamic Scheduling

Create availability in centers based on technician (i.e. technician shifts, technician level) and physical site factors (i.e. bays, opening times). Enable resourcing availability where technician data is not available. Capture and view a single source of truth for technician level, and shift data all within the system which plugs into your HR system. Flexibly reallocate jobs in real time.



## Dynamic Pricing

Machine learning takes average price from past jobs and automatically provides a quote, allowing customers to transparently see pricing upfront without assessment by technician on site. Pricing is integrated directly with suppliers which means your customers will never overpay for the parts (whether that's disc brakes, medicines, bikes, furniture, etc.) and services they need.



## Technician Portal

Empower your technicians to provide a seamless customer experience with our industry-built technician portal. Technicians see detailed information about their work orders, delivered based on the system's schedule optimization. Technicians are given checklists, ensuring compliance and increasing first-time fix rate. During the service, technicians are guided through the repair process and their performance is captured and measured in the app. They have access to diagnostics, collaboration, asset databases, a knowledge base, parts search, and more.



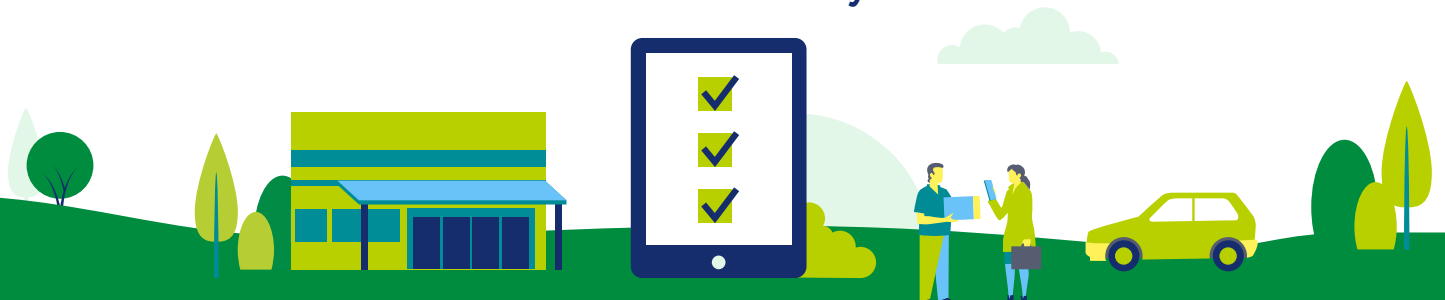
## Customer Portal

Give your customers the keys to their service experience. Customers book their own appointment and select their time slot. At this point, access to the portal is granted. Customers log into the portal and can view details about their appointment including pricing quote, parts needed, technician name and more. Automated digital communication is sent to the portal at every stage, for the customer to access in real time. Predictive maintenance management reminds customers to book their next services when needed based on relevant customer data.



The Avayler Hub product is underpinned by Avayler Core which supports the entire work order management lifecycle, from customer order to resource management to planning and scheduling the work, through data collection to customer sign-off and invoicing. Avayler Core provides businesses with the architecture necessary to deliver the best customer journeys, including pathways to purchase, customer order management, a configuration studio, schedule board, industry standard API integrations, reporting and business intelligence.

## Your customers demand better. Isn't it time you delivered?



Be the difference with Avayler.

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