

Expert Hotline

Technical support in all aspects of motor vehicle technology

The Expert Hotline is a component of the TecAlliance service spectrum that helps you to improve the quality of your service. Our motor vehicle specialists offer you and your customers targeted advice and solutions for cars and commercial vehicles. Detailed monthly evaluations of all queries demonstrate the improvement potential within your operations.

Expert support for:

- Vehicle data
- Setting values and filling levels
- Maintenance and service
- Repair and overhaul
- Vehicle electronics
- General matters in vehicle technology

What does the product do?

Support provided by qualified master mechanics

Presence of our specialists according to your company guidelines: Greeting, presentation, transaction, closing statement, email signature, etc.

Generation of monthly reports and analyses via use of the hotline

Best experts

Solid experience

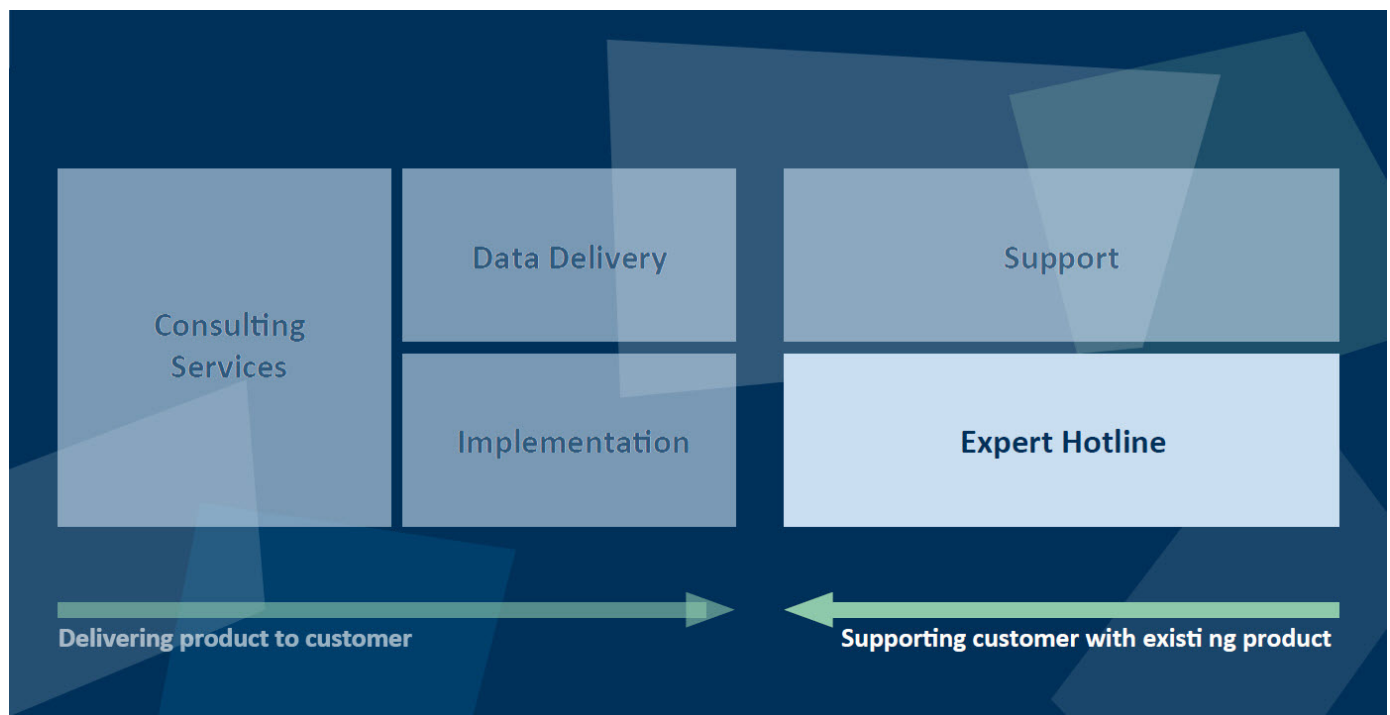
Top-quality consulting

Time saving when troubleshooting

Customer loyalty



The solution at a glance:



Why Expert Hotline?

- TecAlliance offers you customer-focussed services, which are based on many years of experience
- You have full access to this potential knowledge
- Our expertise on in-house, high-quality, manufacturer-compliant repair and maintenance data
- Continuous employee training in theory and practice, as well as access to all available original vehicle documents, make the service unique in the segment
- You concentrate on your business and leave exceptional cases to us
- Customer proximity: You can increase the satisfaction of your customers and build trust by handling customer queries promptly and meeting customer requirements at short notice

For more information visit our homepage:

www.tecalliance.net or simply call us!

Key facts

> 6,000 Hotline calls per month

Approx. 22,000 Customers

Our Customers

- | | |
|---------------------|----------------------------|
| ▪ Centro | ▪ ARCD |
| ▪ Point's | ▪ ATP |
| ▪ Coparts | ▪ Carat |
| ▪ Europart | ▪ Birner |
| ▪ Hostettler | ▪ TRW |
| ▪ ZFService ProTech | ▪ Kaiser Werkstatt Systeme |

Wieso TecAlliance?

With data, processes, integrated solutions and comprehensive consulting services, TecAlliance creates an infrastructure for the market participants in the digital aftermarket that makes you more successful in the long term.

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