Hiving
Enabling my World

Smart Retail Automotive

Smart Retail Automotive Digitisation

- Taking into account the **broader Digital Landscape**

  - Before a company can plot the best route forward in the digital landscape, it must **first identify its current position**. In the digital world, everything is relative; no company or industry can assess itself in a vacuum.

  - **Connectivity is the Standard:** As consumers live in a increasingly connected world, they expect their important tools and devices to be woven into this growing communication web. The Internet of Things (IoT) is expanding rapidly, and obviously, a product as vital to people as their cars should be part of the connected ecosystem.

- Recognizing **Customer Expectations**

- Laying foundation for **Future Agility**

- Expecting **Digital Disruption**

- **Digital Strategy**

  - Digital opportunities along the **Automotive Path-to-Purchase**

  - Digital opportunities to improve **Service, Efficiency and Cost**

  - Digital opportunities to **Retain Clients and Enhance Experiences**

- **The technology to support the Strategy**

  - Devices (IoT) to collect data

  - Application and Integration

  - Analytics (Dashboard / Reporting)

Digital Strategy

- **Assist business leaders in building an over arching Digital Strategy**

  - The best Digital Strategy focuses on **Humans** (Employees, Customers and Partners)

    - Change **enterprise cost reduction** and efficiency strategy from **alienating to engaging**

    - Harness the **existing skills** in the business and use the **experience and skills to innovate**

    - Digital is not a **threat, but an opportunity** to create new **interfaces, enablers, connections, accountability and trust** to better **serve humans** across the business.

  - Assist business leaders in learning to balance traditional and **digital strategies**

  - Assess **organizational readiness** to implement digital strategy

    - **Phase** Implementation – improve efficiency before creating visibility to clients

    - Change Management

- **Realtime Data Analytics**

  Hive One Id ™ has the unique ability to identify people and objects through its wireless, non-intrusive, rule-based architecture making it possible to have efficient real-time interaction based on data analysis.

- **Mobile Engagement**

  Hive One Id™ opens the possibility of two-way communication between the owner of the Hive One Id™ and service providers.
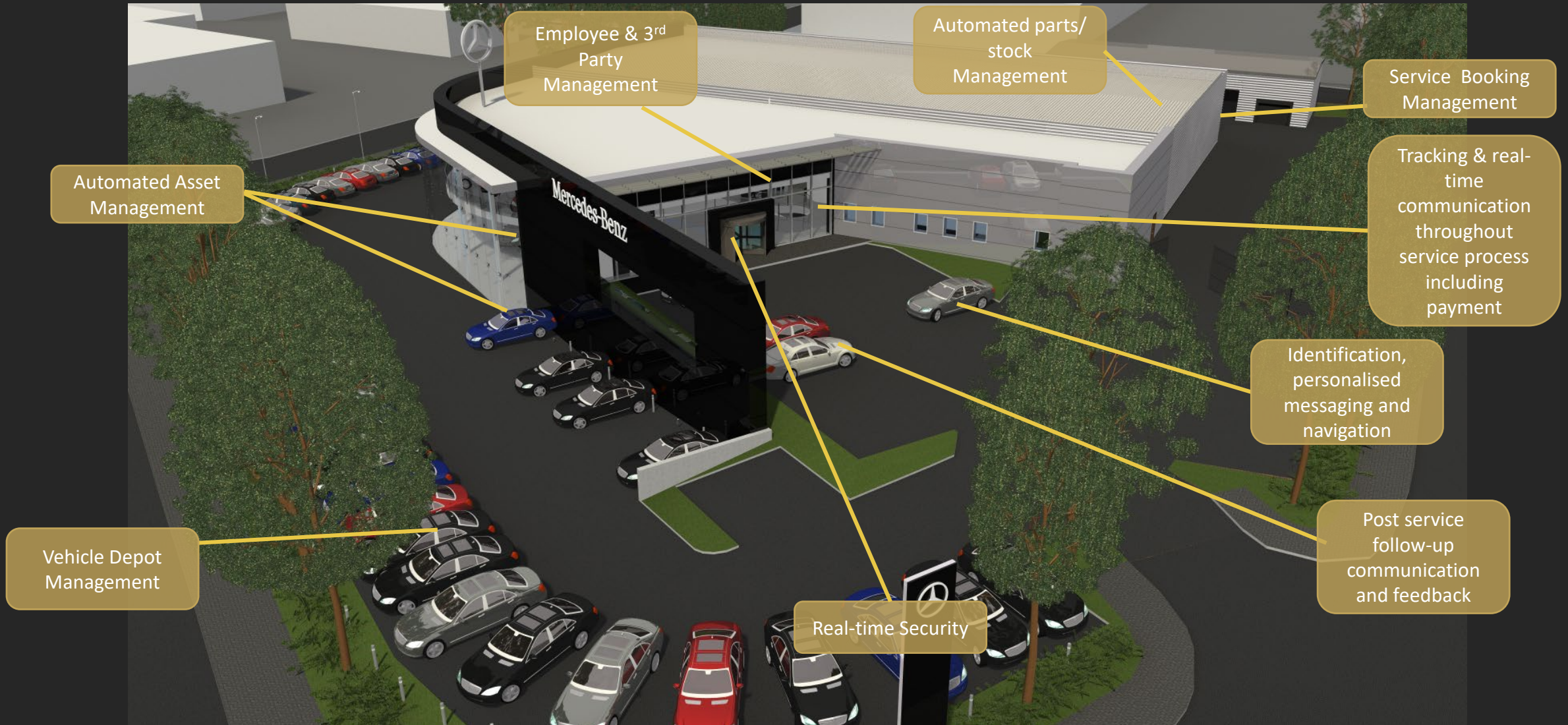
- **Personalised Communication**

  Relevant, personal messages that address real-time requirements enables specific customer service and a unique experience for the owner of the Hive One Id™.

Smart Retail Automotive Overview

Hive One Id™ Applications for The Retail Automotive Industry

- Employee & 3rd Party Management
- Automated parts/ stock Management
- Service Booking Management
- Automated Asset Management
- Tracking & real-time communication throughout service process including payment
- Vehicle Depot Management
- Identification, personalised messaging and navigation
- Real-time Security
- Post service follow-up communication and feedback

- The vehicle can be tracked throughout the service process as the dealer will know where the vehicle is at all times.

- Messages can be customised and sent according to the dealership's requirements.

- Messages can be sent to the client only or can also be sent to a Service Manager depending the circumstances, for example; a client may receive several messages throughout the service process informing them on the status of their vehicle should all actions required be standard. On the other hand a Service Manager might also need to receive a message when human interaction is required such as where timeframes for specific services are exceeded or where additional spares are required.

- A dashboard can be set up to display the data collected by the Hive One Id's. The dealership might for example want to know where vehicles are at all times or which employee worked on a vehicle at a specific time or which vehicles are in the workshop for a longer time than the scheduled service should require.

Making a Service Booking

- Hive One ID™ is built into/ attached to a vehicle when the vehicle is purchased – this links the owner and their details to the vehicle.

- The client makes a service booking online by registering or logging onto the dealer's website. On identification, the app will suggest details such as name, vehicle registration (in case of more than one vehicle), what service needs to take place, the location of the closest or usual dealer etc. This allows the client to select a dealership and convenient time for a service booking and an opportunity to add custom requests or comments regarding service/ repairs required.

- On approval of the booking the client will receive a email notification and a request to add the event to their calendar.

- All data will be stored on a secure cloud database.

Secure Cloud Database

- On arrival at the boom of the service entrance the Hive One Id will be identified. The booking will automatically be confirmed and the client will receive a message on their cell phone welcoming them and instructing them which bay to go to.

- At the service bay the service manager will have all applicable documents ready as they will know who the client is and what is required for the service.

Mercedes-Benz

Welcome
Mr. Smith
Please commence to service bay 3
(Customised welcome message)

Waiting to be Serviced

- The vehicle can be tracked throughout the service process as the dealer and the client will both know where the vehicle is at all times.

- The client can receive a message when their vehicle is moved from the holding area to the workshop.
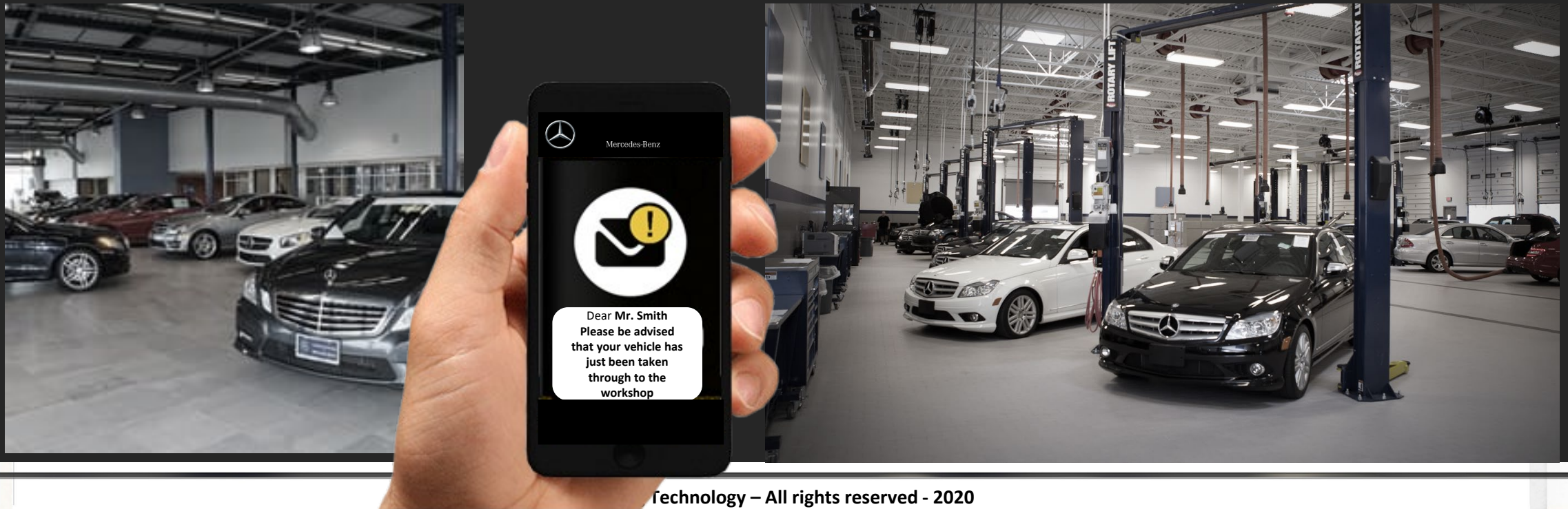
In Workshop

- Once in the workshop, Hive One ID™ will keep real-time data on who works on the vehicle.

- A message will be sent to the Service Manager should the service time exceed the planned time by a set percentage.

- The Service Manager will also be alerted should additional parts be required for unplanned maintenance or additional work that needs to be scheduled.


Dear **Service Manager** please note that vehicle XYZ requires additional work for client approval.
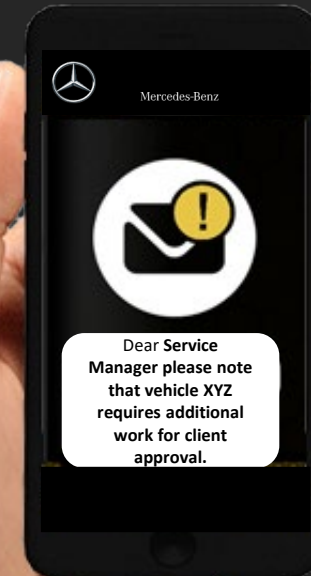
Taking Serviced Vehicle for a Test Drive

- As soon as the vehicle leaves the premises, the database will reflect that the vehicle has been taken for a test drive. (The client could also be informed of this stage).

- A message will be sent to applicable parties should the time specified for a test drive be exceeded.

- Depending on the outcome of the test-drive , the client can now be informed of additional problems or of the estimated time of completion.

Dear **Mr Smith** you vehicle has been out for testing and your estimated time to completion 1 hour.

Wash-bay

- The client can receive a message when their vehicle is moved to the wash-bay specifying that the service has been completed and that the vehicle is in the wash-bay; an estimated time of completion can be included.

- Hive One Id™ can report on which employees washed the vehicle.
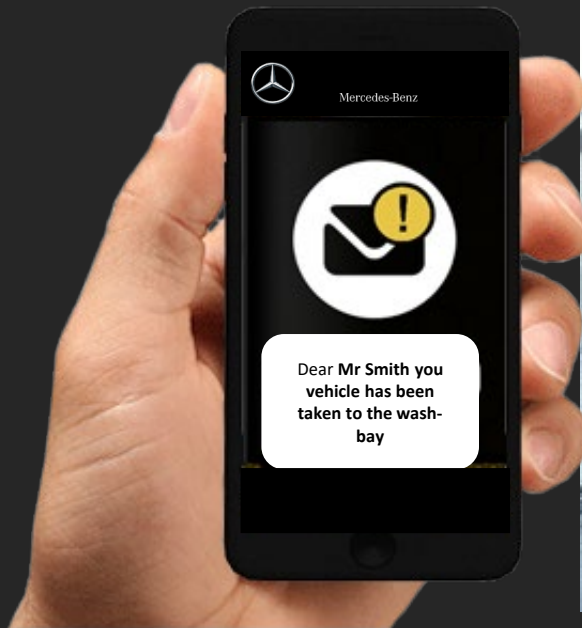
Vehicle ready for collection

- The client can now receive a message informing them of the exact time the vehicle will be ready for collection.

- After payment has been made, the proof of payment and other relevant documentation can be sent to the user's specified IP address for accounting, tax and guarantee purposes.

- At any time throughout the process, questions/ rating poles can be sent to clients requesting feedback.

- Notifications regarding future events can also be sent out based on the person's preferences and interests.
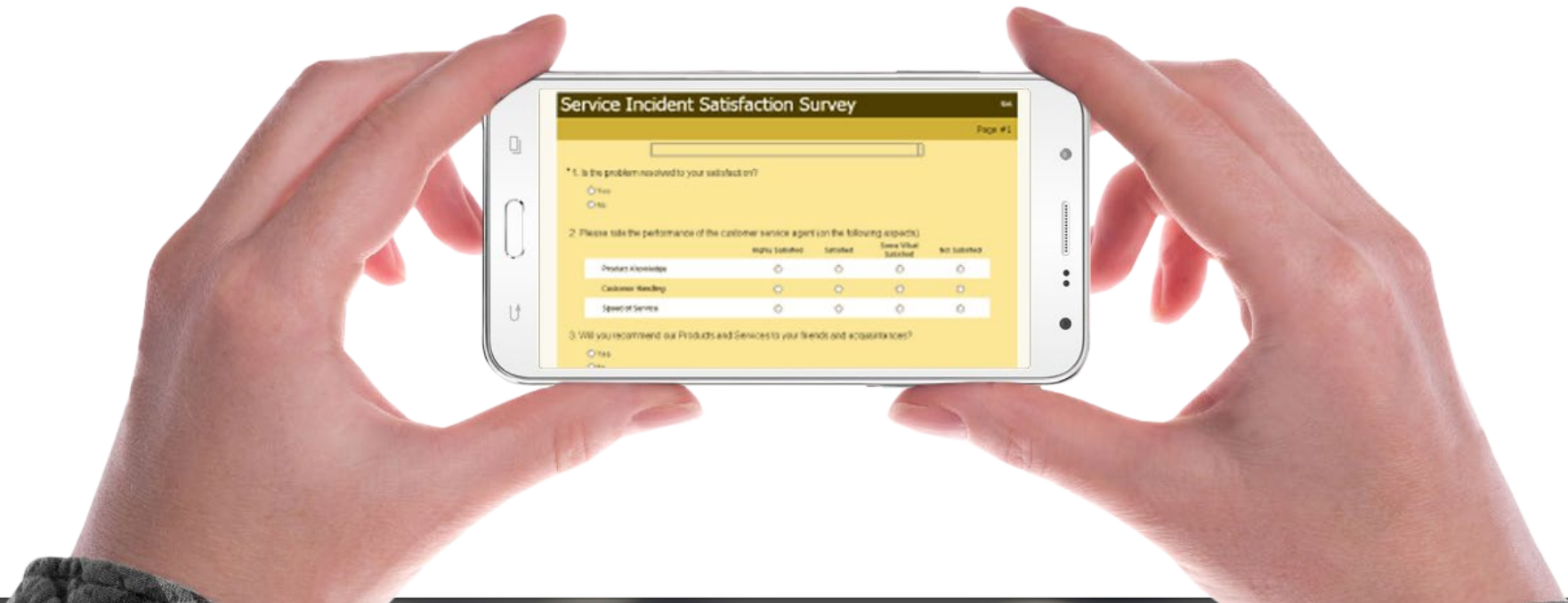
- Hive One Id™ can be used to not only manage employees but also 3rd party contractors such as security and cleaning staff. Hive One Id™ can track employees, making it easy to find them on the floor. It can also report on where they spend time.

- Hive One Id™ can manage access to zones.

- It can also record time-management which can be integrated to a payroll.
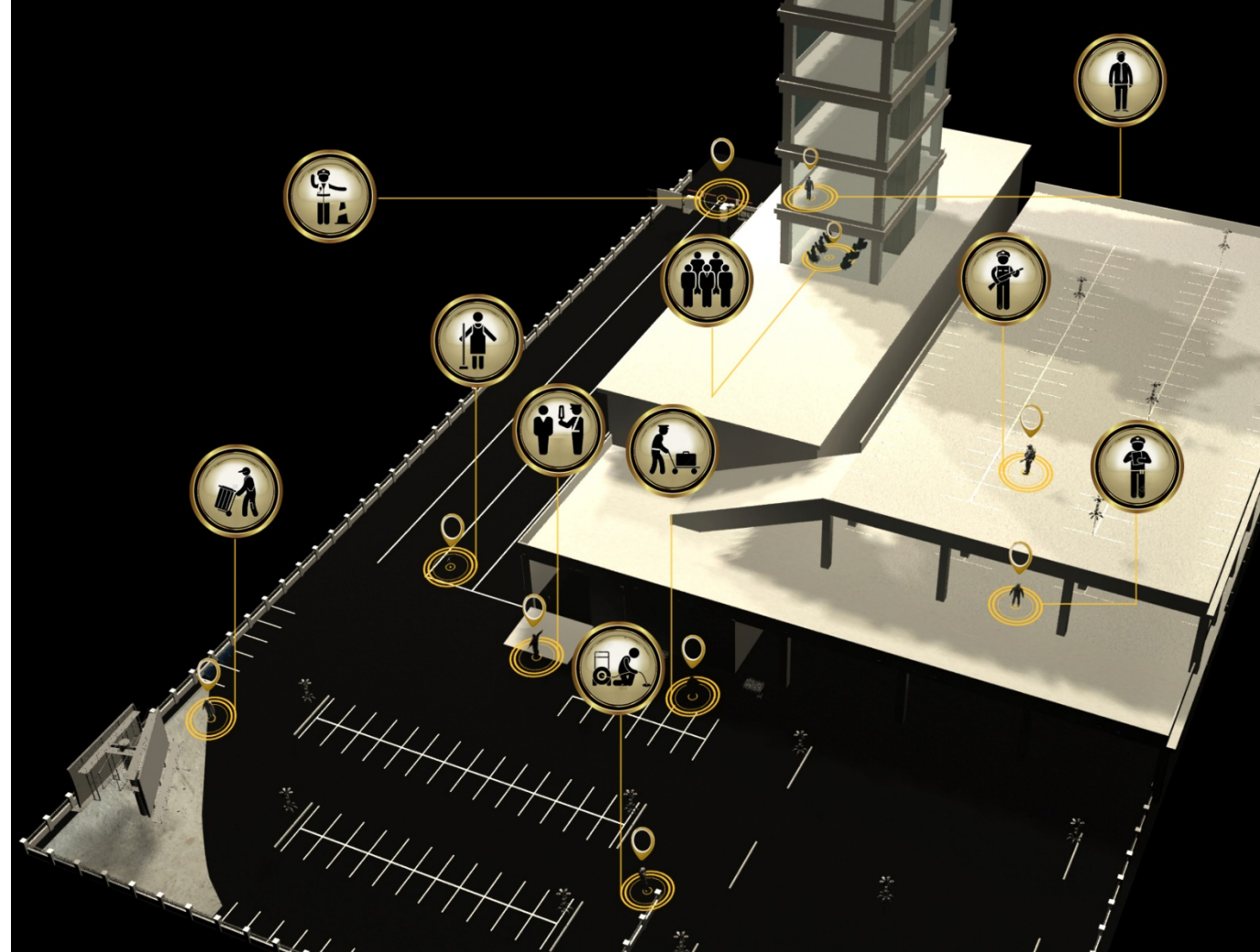
- Any assets can be tagged making is easy to locate assets and equipment.

- It can be used to manage equipment that are serviced externally. High value equipment is fitted with a GSM/GPS Hive One ID. Once removed from a safe zone/facility, the device will start to transmit GPS co-ordinates via the cellular network to a database.

- Tagged equipment that is not allowed to be removed from the facility. It will transmit a update as it moves from zone to zone. If removed from the facility it will trigger a physical alarm at the exit or a warning message can be sent to predetermined parties.
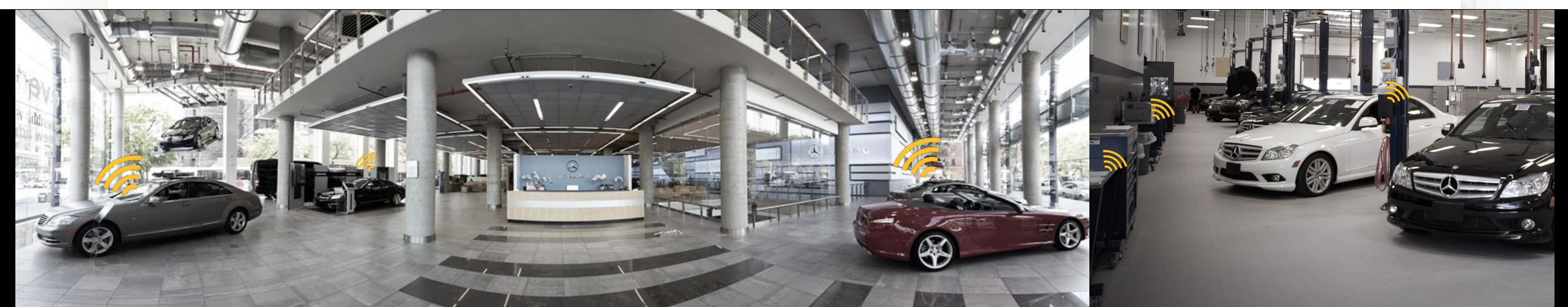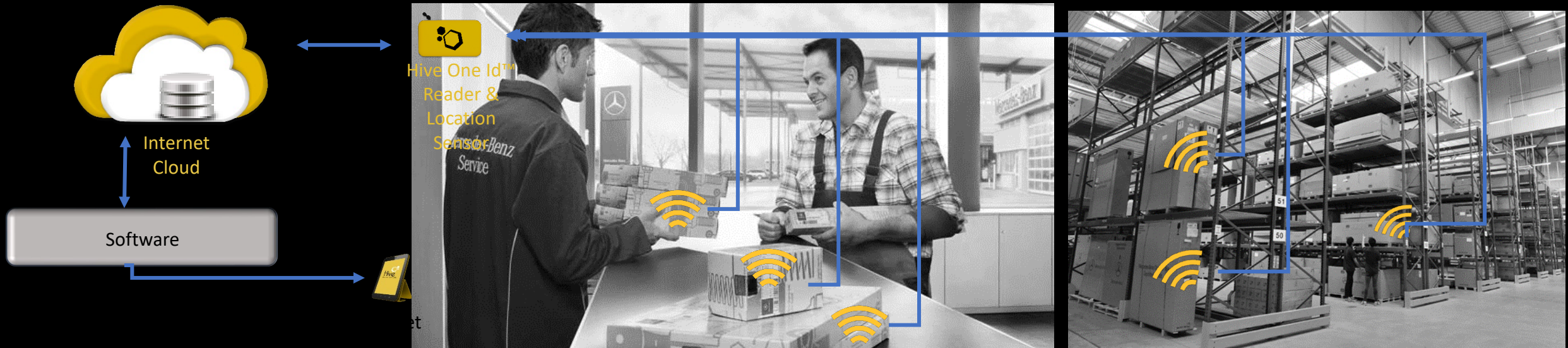
PARTS MANAGEMENT

Stock management is part of many work environments.

- On arrival of stock, bins, trollies or batches can be identified and located using Hive One Id™.

- Hive One Id™ assists with the whole logistic process from receiving the stock, tracking stock in-house, having the information to maintain optimum stock levels, dispatching stock and delivering an order.

- Hive One Id™ can be built in which will also minimize theft.

- Hive One Id™ provides instant visibility to assets entering & exiting the depot, as well as identifying where the assets are located at any given time thus reducing paper trails.

- Vehicle make, model, colour, registration number, parking-bay details can be associated with each Hive One Id™.

- Hive One Id™ is ideal for automated asset management. As soon as the asset is moved, the register will automatically be updated.

- Hive One Id™ will also: Prevent unauthorised usage of vehicles, provide more accurate storage information, improve supply chain operations and expedite turnaround time of orders.

Internet Cloud

Software

Hive One Id™
Reader & Location Sensor

Tablet

https://hiving.technology
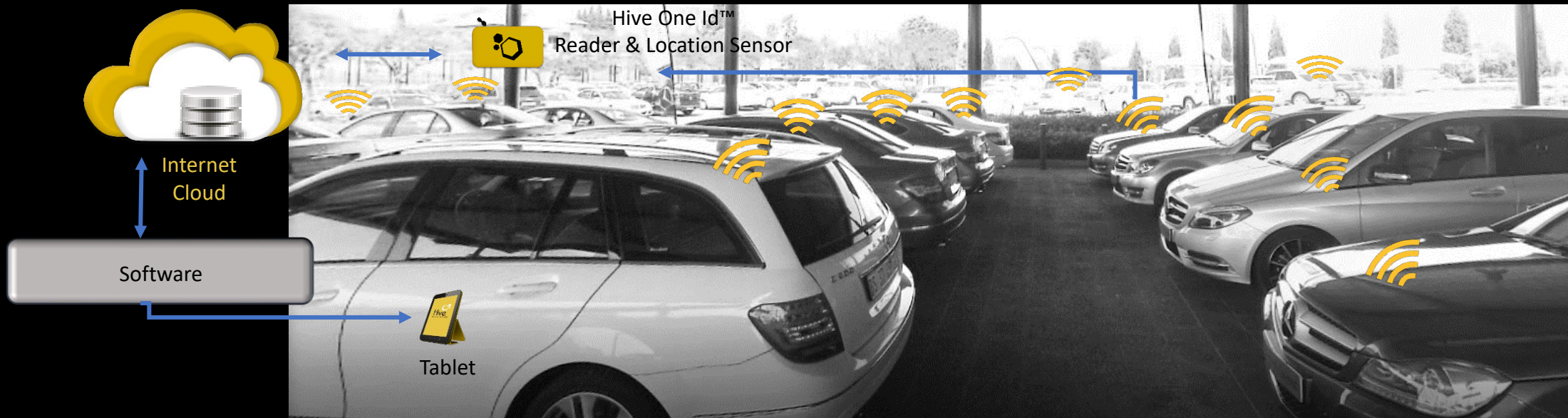
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