



June 2016

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## EDITO

Welcome to our new newsletter. It has been three years now since we have updated this bulletin and we thought it needed to be modernised. The same sections can be found in this new edition, only the presentation has changed. Similarly, we have also redesigned our company website which is now adapted to smartphones. We hope you'll take a look : [www.selagip.fr](http://www.selagip.fr)

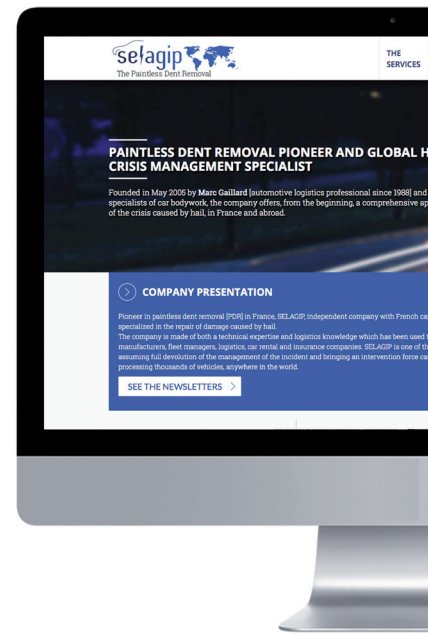
We can therefore say that the entire communication side of the company has been updated, as we are also redesigning our company presentation documents and brochures. The world around us is changing, SELAGIP wants to be part of this development rather than be affected by it.

It's also in this context that SELAGIP, for the past few years, has been searching for a tracking tool for its repair works and its dent removal platforms so as to provide correct and up-to-date information to

all the those directly concerned by a particular case of damage repair work. Thanks to a local IT company, we have developed three specific tools : one for our clients who are logisticians and / or manufacturers, one for our clients and partners in car repairing (insurers, experts, car professionals), and one is an on-line platform for making appointments.

In this issue, we are going to present to you how the three tools work. Lastly, you will be introduced to our employee, Cédric BRUN, our sales representative.

**Marc Gaillard**  
Founder & Chairman



Please visit our new website by scanning this code



## SUMMARY

Training course on electric vehicles

Selvisioncar  
- Selvisioncar park (Selvisioncar parc)

- Selvisioncar appointment (Selvisioncar rendez-vous)

- Selvisioncar platform (Selvisioncar plateforme)

Sales representative :  
Cédric BRUN

[www.selagip.fr](http://www.selagip.fr)

- Manufacturers
- Compounds managers
- Logisticians
- Dealers
- Car rental companies
- .....
- Insurance companies



## TRAINING COURSE ON ELECTRIC VEHICLES

In our newsletter N° 7, we gave detailed information about our training programme on dent removal, in the interest of keeping our teams trained and allowing employees to adapt to new techniques. All our technical staff have been trained on how to work in the electric and hybrid car sector.

This training course allows our company to safely intervene, in terms of the security of the car itself and the members of staff working on this vehicle with new technology. Of course, authorisations will be renewed and new members of staff will also benefit from the training course.

## SELVISIONCAR

During the last season, SELAGIP did not conclude as many business contracts as before due to lack of traceability. So we decided that it was vital to work on and improve this point. SELVISIONCAR is the tool which results from this work.

We wanted an accessible tool, it works with a simple Internet connection on whichever operating system is used: Apple, Android or Windows.

Since we had to design a tool, we decided that the tool should reflect our image: simple and efficient and more importantly that it would find the solutions to all our current problems. Therefore, we worked on two core areas of activity:

- Park Area of Activity
- Insurance Area of Activity

## SELVISIONCAR PARK (SELVISIONCAR PARC)

Concerning the section "park" manufacturer and logistics, we worked mainly on the tracking of the activity without entering into costing details. In fact, prices are often fixed and all-inclusive, they are decided upon before the beginning of the work repairs.

This tool is interactive. Clients or the employees in charge of the work repairs can continually monitor and track the progress of all the repairs being carried out, either as an overall vision or check each vehicle individually to get an idea of when the completion of the repair works will be.

The client can also provide SELAGIP with important and/or detailed information directly via the application. For example: the management of business emergencies; a specific problem concerning a given chassis etc...

Statistiques par étape de chantier (%)			
	A. Name :	Fact :	Nb Dépasser :
1. Expertise le véhicule	100	36	36 %
2. Commenter des pièces	87	17	19.54 %
3. Dimensionner	95	25	26.32 %
4. Débosselage	96	23	23.96 %
5. Contrôler débosselage	95	20	20.93 %
6. Changement de pièces	88	14	15.91 %
7. Remontage	95	18	18.95 %
8. Contrôle final	95	18	18.95 %

\* 1. Pourcentage de réalisation d'une étape  
 \* 2. Pourcentage inférieur à 50% / Pourcentage compris entre 50% et 75% / Pourcentage supérieur à 75%

Each vehicle is identified with a bar code, either that of the vehicle itself or another provided by the system. Afterwards, each technician validates the tasks which she has carried out without needing any specific equipment: just a smartphone and a 3G Internet connection will do. The tool also generates quality indicators linked to the

work carried out by each technician.

Our tool also manages the ordering and receiving of spare parts needed to be changed on each vehicle for each individual repair work to be carried out.

At the end, the final quality checkers validate the repair work by signing on their mobile phone or on a connected tablet; the repair work is then considered finished and can be billed. From this moment, it is possible to download or print a summary report of all the tasks which have been carried out during the repair work period.

For repair work concerning the insurers, or private passenger vehicles, we have developed a dual function tool.

## SELVISIONCAR APPOINTMENT (SELVISIONCAR RENDEZ-VOUS)

We have noticed that we have more and more difficulties in contacting insurers to make expertise appointments. Often the time constraints of call centres and those of insurers are not compatible. So we have also developed a platform in order to be able to make an appointment



more easily, the insurer can also connect directly to the tool and plan a date and time for its expertise. Of course we still keep in touch with our call centre. Furthermore, by using this tool, experts can also program appointments directly without taking the risk of booking two appointments at the same time because the management of free

time slots in the timetable is automatic.

A confirmation message is sent to the insurer, when each appointment is made, the day before the expertise appointment, the day before the repair work appointment and as soon as the work is finished.

We can also book an appointment for the repair work using this tool.

## SELVISIONCAR PLATFORM (SELVISIONCAR PLATEFORME)

SELVISIONCAR PLATFORM is a tool which has been developed to manage the vehicle after the appointment has been made. The expertise of the vehicle as well as its repair work can be tracked.

Once the appointment is made, the client must take the damaged vehicle to the expertise platform. With the expert, we discuss the costing for the paintless removal of the car. If need be, the costs of further traditional car-body repair work is also estimated.

The cost of repair work for each vehicle is estimated. We can also include photos in the file which show previous damage on the vehicle present at the time of the incident in question or the photos can help for ordering spare parts etc...

Each estimated quotation is sent by email to the expert. As soon as we receive the expertise report, we add this to the file of the vehicle in question. In this way, everybody concerned by a specific vehicle has access to all the information needed.

We can class the vehicles into four selection criteria. Depending on the selection, we decide to repair the vehicle or not.

The repair work is tracked at each step of the procedure, if certain steps are put on hold, they can be set apart and tracked.

For each repair work, the tool prints out a Repair Order and we analyse the physical condition of the vehicle.

Each vehicle is tracked from the moment when it has been expertised for repair work until the decision made by the vehicle owner to not have the vehicle repaired by SELAGIP. We can add comments on each file, for example, the place of the repair work reported by the client or any other remark made by the client.



This tool allows us to quickly work out the ratio expertise/repair work, the ratio paintless dent removal / paint dent removal, the average cost of the overall damage, the average cost of the paintless dent removal.

At this moment, everyone has access to the file concerning the vehicle except the car vehicle owner.

We have created a video to present this tool, if you use the following QR code, you can get quick access to the video.



We hope that this tool will be your solution to the repair work on your vehicle hit by a hailstorm.

## SALES REPRESENTATIVE

// CÉDRIC BRUN



I joined the sales team at SELAGIP in March 2015. I am specialised in car-body repairing and have done this job for many years. Then I went into selling vehicles. I discovered dent removal of hail damage in July 1993 when there was a lot of damage done following a hailstorm in Lyon. At this time, dent removal technicians used to make their own tools. Since then, the sector has developed and is more structured. My job in this company is to find partners, to go to the places which have suffered from hail damage and work out the cost of the damage with experts. I am fully aware of the problems the insurers have on keeping the costs of repair damage as low as possible. Our job is to find an answer to this problem.

**selagip**  
 Les pionniers du DSP  
 The Paintless Dent Removal Pioneers

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