

A False Diagnosis Makes the Problem Worse

Enigma Stops the Pain

The only thing worse than a broken product is a broken service encounter - for everyone concerned. For the customer, it means unmet expectations, failed commitments and wasted time. For the manufacturer, it means lost credibility, and possibly a lost customer. For the service organization, it means lost production, materials, and opportunities. Had the problem been diagnosed correctly the first time, it could have been fixed sooner, and additional customers serviced. What's the cure? How about a system that consistently delivers the most likely resolutions when presented with a given set of symptoms? That's Enigma 3C - the cure for the all too common broken service call.

Lost Customers, Credibility and Cash

Dealerships lose customers, credibility and cash when mechanics try to fix the wrong problem. No one wants to spend time on unneeded repairs - neither customers nor mechanics. Inconsistent troubleshooting makes repair times and costs unpredictable. That in turn makes service operations more difficult to manage, personnel more difficult to assign, and customers more difficult to schedule.

Troubleshooting Troubles

The problem is often unfiltered, incomplete and inaccurate information - specifically the information needed to diagnose faults and provide solutions on how to fix them. That includes information relevant to the VIN, configuration, and symptoms of the vehicle under service, as well as the parts available and best practices recommended to complete the repair. As a result, the technician is often left searching - for diagnostic clues, for parts, and for insight - with results that vary according to the mechanic's experience and training, and just plain luck.

Needed: A Diagnostic Support System

Clearly, what mechanics need is a system that gives them support for diagnosis of faults, from initial symptoms to repair. Such an integrated system would lead mechanics through troubleshooting decision trees based on diagnostic trouble codes (DTCs) retrieved from the vehicle or from symptom descriptions. All information would be filtered for the specific VIN, model, and configuration and linked to relevant best practices, parts, and product updates. The result would be a seamless environment that guides the mechanic from diagnosis through repair.

The Benefits of Better Diagnosis

Faster, better troubleshooting ultimately means less troubleshooting. As first time fix rates (FTFR) go up, the need for second and third-time "fixes" goes down. For the customers, that translates to a better service experience and a better product experience. For the dealer, it translates to a better-run and more profitable service department. For the manufacturer, it translates to more loyalty among both customers and dealers, and ultimately to more success in the marketplace.

A Strategic Response

Here is your strategic challenge: One technician takes three hours to diagnose a particular problem and another takes only two. It appears as though the second technician has information that the first one doesn't. Enigma 3C can resolve that discrepancy - and also the more important question: How can every technician always access the best information available to diagnose every problem? Once you know the answer, you'll know much more than just how to fix equipment. You'll realize how powerful a growth engine your service organization can be. That's a strategic response. That's a business partner who understands the global dimension of product maintenance and repair.

Enigma Inc.
200 Wheeler Road
Burlington, MA 01803
Tel: 781.273.3600
infous@enigma.com
www.enigma.com

Enigma GmbH
Steinheilstrasse 10
D-85737 Ismaning
Germany
+49 (0) 89-99679-0
infoeurope@enigma.com

Enigma K.K.
Hiroo Quelle 2F
3-5-22 Hiroo, Shibuya-ku
Tokyo 150-0012 Japan
+81 (03) 3499-3155
infojapan@enigma.com

enigma