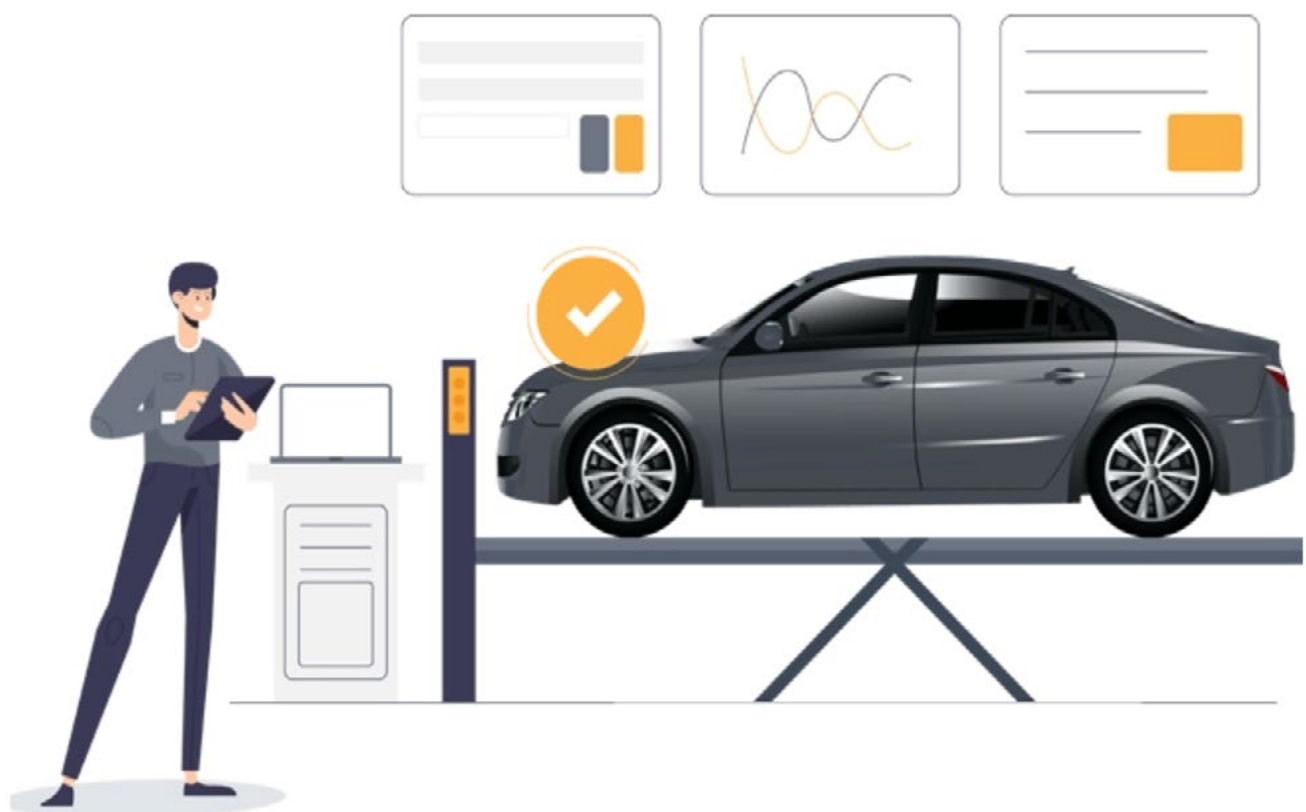March 2023

allstar
ServicePoint

motorlend
Using Allstar ServicePoint to provide SMR aftercare on purchased vehicles

Meet the businesses already winning with Allstar

motorlend.co.uk

Who are motorlend?

motorlend are an online retail marketplace and finance broker created for purchasing used vehicles. Consumers can choose from thousands of quality-checked cars with home delivery.

These can be purchased using a variety of monthly finance plans including no deposit options, while a seven day money-back guarantee provides peace of mind.

Why do motorlend need vehicle repair services?

As part of the aftercare offered to consumers when a vehicle has been purchased, motorlend will arrange for diagnostics to take place at a garage in cases where a consumer highlights an issue. If a warrantable claim is found, motorlend contact the vehicle supplier to gain approval for the work required then, once it is completed, forward the invoice to them. This creates a requirement for a nationwide repair resource providing local support to consumers.

How did motorlend deal with vehicle repairs before using ServicePoint?

Adam Fothergill, Head of Operations at motorlend, explained: "In most cases, we would use Google to find garages in the area local to the consumer who had found a problem. This was very time-consuming and a member of our team would often spend up to 2-3 hours a day looking for garages and then booking a slot that was convenient for the buyer.

"We knew that there must be a better way of doing things and when we discovered ServicePoint, it very much sounded like a solution that would fit our needs – and one that could be adopted quickly and easily."

What are the most appealing aspects of ServicePoint for motorlend?

Adam said: "The key benefit for us is that we can access a UK-wide network of garages without having to set up a trade account with each of them. Anywhere we need to find a supplier, we are able to identify someone locally, make a booking quickly and easily through the platform, and know that all our costs will be consolidated into a single invoice.

"Importantly, ServicePoint's integrated rules engine uses automotive industry data to validate the costs of any repairs and highlight any inconsistencies, meaning that we can have confidence that what we are being charged is a fair price. We are not experts in vehicle repair, so having this degree of reassurance is good for us and for our vehicle suppliers."

Would you recommend ServicePoint to other businesses?

"ServicePoint means we can do all the repair work we require – booking, reviewing, authorising and invoicing – through a single portal. It has brought a new degree of efficiency to our processes."

Adam Fothergill,
Head of Operations

Do you find the ServicePoint platform easy to use?

Leanne Carlill, Customer Manager, said: "I'm one of a team of four that uses ServicePoint and we find it easy and fast to navigate, meaning that we save huge amounts of time and enjoy much better outcomes than under our old manual system.

"If a query about a repair does arise, we are able to communicate with garages through the portal, meaning that we can ask for additional information such as pictures, videos and documents. Also, every action is recorded automatically, creating a complete audit trail for every repair job. This all creates a high level of confidence in the whole process."

How can Allstar ServicePoint help your business?
Call us on 03300 372077

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