

Content for Marketing page (Marketplace - <http://azure.microsoft.com/en-us/marketplace/>):

- Product name – Digital Workshop
- Publisher - Robert Bosch Engineering and Business Solutions Private Limited
- Logo for marketplace – Attached
- Description

Short Summary:

Powerful, Flexible & User Friendly automobile service management solution that works across devices.

Long Summary:

Digital Workshop is designed to support various needs of an Automobile service workshop. It allows better planning and delivery of services, increase efficiency, reduce waiting time, optimize inter-department coordination and much more.

Description:

Bosch provides Comprehensive Digital Workshop framework built on Microsoft Dynamics 365 for Operations Platform. “Digital Workshop” allows end to end management of automobile service and related activities across the globe.

Automobile Service providers / Dealers can use “Digital Workshop” as a one stop solution to track entire service life cycle – appointments, service, delivery, invoicing, spares, resource management, scheduling, integration with surround systems and a lot more.

A state-of-the-art agile and adaptive automobile workshop management solution designed to provide digitally equipped end-to-end workflow management.

Bosch Digital Workshop framework provides end – end functionality which includes:-

- Handle core service management processes
- Optimize service queues
- Real time view of inventory at service bay and warehouse
- Manage trade agreements and warranty
- Maximize revenues and increase operational efficiency
- Manage procurement, stores, receivables
- Tablet based interface for quick job card management

Why Bosch Digital Workshop Framework?

Bosch Digital Workshop Framework is built on Dynamics 365 for Operations

- Bosch has dedicated Automotive domain experts

- Technology competence through our technology Centre of Excellence (CoE)
- Automotive domain competence through our retained knowledge from our various engagements,
- Bosch Service Management framework can be integrated and customized

Bosch Digital Workshop Framework Business Process:

An integrated system for managing complete end-to-end business processes for Service Workshops. Major activities in Workshop starting from appointment management to creating Job Cards, executing the service tasks, managing spare parts, invoice booking & payments, delivery of vehicles till customer satisfaction survey is managed using various interfaces such as Tablets.

This solution provides efficient way of managing the Accounting processes including Cash, Cheque, Card payment in multi-currency, Spare parts & inventory level control, integrated warranty process, spare Catalogues. Other key features offered are Customer history, Time management for employee activities, Dashboard of overall service activities, Capacity planning for Service workers.

Solution Features –

- **Purchase**
- **Inventory Management**
- **Sales & Distribution**
- **Finance & Taxation**
- **Service Management**
- **Business Intelligence**

Solution Benefits:

- **Increased business efficiency**
 - Helps make faster, informed business decisions and guides in business planning
 - Crystal clear picture of business partner position at any point of time
 - Shapes your inventory level with automatic forecasting based on past performance
 - Carves out plans to move your purchase decisions to fluctuating market behavior
 - Unbeatable control over the payable and receivable management
- **Reduced customer waiting time**
 - Retrieval of vehicle service history and contract details on entering customer basic information
 - Near to accurate cost & delivery time estimate provided by the system
- **Optimized inter-department coordination**
 - Spare parts movement on real time between warehouse and service bay
 - Automated transfer of job card information from one department to another
- **Scalability**

- Being an ERP supported cloud solution, Digital workshop is easily scalable to meet growing business needs.
- **Wide Reach**
 - Supports multiple workshops, legal entities and groups across geographies with specific taxation and statutory requirements.
- **Seamless integration**
 - Integrates cohesively with existing ERP and other surround systems through robust integration framework with open standards – REST/oData, SOAP.
- **Business Intelligence**
 - Customizable data reports enabling improved processes including inventory forecasting, sales forecasting, purchase decisions and resource planning.
- **Improved co-ordination**
 - Improves coordination between warehouse, workshop floor and other departments through an all-inclusive digital workflow management platform.

Integration Capabilities:

- Bosch Digital Workshop Framework provides, users integrate Microsoft Dynamics with other systems through various files formats such as
 - .xml, .txt and .xls

- Useful links ---None