valantic

LeasePlan Bank

Speeding Up Success

About

About Leaseplan

LeasePlan is one of the world's leading fleet management and driver mobility companies, with 1.7 million vehicles under management in more than 30 countries. Its core business involves managing the entire vehicle life-cycle, taking care of everything from purchasing and maintenance to car re-marketing. With more than 50 years' experience, it is a trusted partner for corporate, SME and mobility service clients.

New platform developed by valantic enables LeasePlan partners to get a Vehicle Warranty CertiFIcate in 15 minutes

The new Used Vehicles Warranty app empowers LeasePlan business partners with the most efficient means to sell LeasePlan Warranty Certificates giving them a high value offer that increases end customer satisfaction rates while reducing the administrative burden associated with the process. With the automation provided by the application, the time to create a warranty contract went from 3 days to 15 minutes and sales of Warranty Certificates has increased by 30%. The app is powered by the OutSystems low-code platform and developed by valantic in only 10 weeks. Currently it´s already available for 165 partners.

Industry

Services - LeasePlan Portugal was founded in 1993 and is focused on fleet management and renting solutions for SME and private customers.

Challange

Goals

- Give autonomy and empower business partners with the most efficient means to manage their used vehicle warranty portfolio
- Increase partner and end-customer satisfaction rates
- Extend the offer of LeasePlan solutions and reinforce its added value
- Improve efficiency in the warranties management process and exponentially reduce the administrative burden on the business units involved in this process

With more than 50 years' experience, LeasePlan is one of the world's leading fleet management and driver mobility companies. Its core business involves managing the entire vehicle life-cycle, taking care of everything from purchasing and maintenance to car re-marketing. Today LeasePlan has 1.7 million vehicles under management in more than 30 countries.

Partners represent a key element in their business by selling LeasePlan used vehicles. As part of the used vehicle sales process, the LeasePlan Warranty Certificate is a high value offer for end customers.

The Warranty Contract is a precious seal available to Partners as it both enriches their offer and provides satisfaction to the final customer. The challenge was the slow, error prone, manual process of issuing a new Warranty Certificate.

As described by Tiago Dionísio, Deputy ICT Director of LeasePlan Portugal,

„Any partner that wanted to offer a Warranty Contract with LeasePlan had no way of generating it quickly and efficiently. It was paper-based and only after the manually entry of data into the system, with no errors, would the Warranty Certificate be issued."

LeasePlan's goal of increasing the sales of this product created the urgent need to develop a platform that would allow partners to be totally autonomous and agile in delivering LeasePlan Warranty Certificates to their end customers.
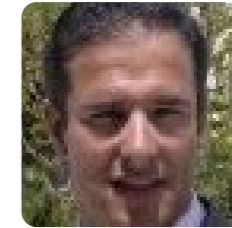
Solution

The Used Vehicles Warranty Management application is a commercial solution that allows any partner to generate Warranty Certificates with LeasePlan. The solution receives the data entered by the Partner and after connecting with the core system for business rules validation, automatically issues the Warranty Certificate in the system.

Solution

Used Vehicles Warranty Management application developed by valantic using OutSystems low-code platform.

The choice of the OutSystems low-code platform and valantic as the implementation partner is explained by Tiago Dionísio,

„LeasePlan has been working with solutions developed in OutSystems for some time. With this urgent need, going forward with OutSystems made perfect sense. We chose valantic because, apart from having received great feedback from OutSystems, we had already done some projects together and the professionalism and commitment demonstrated has always been remarkable.“

Tiago Dionísio
Deputy ICT Director, LeasePlan Portugal

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Solution

The project lasted 10 weeks and involved professionals from valantic and LeasePlan.

„From the beginning there was excellent involvement, commitment and collaboration between valantic and LeasePlan teams (both business and technical) which was critical for the success of the project,"

said Dionísio.

"The solution was implemented on time, on budget and with the expected quality. valantic not only played a key role in development but also in listening to us, understanding our business, and adapting the solution to our specific needs and to the changes that were discovered during the development process."

Major Features

Management
Autonomous creation and issuing of used vehicle Warranty Certificates

Statistics
Data query, for example on the portfolio and accident rates

Authorizations
Search and access to information regarding warranty authorization

Invoices / Payments
Warranty billing information

Documents
Access and download of documents provided by LeasePlan

Links
Pages of interest and links to the auction platform, CarNext and LeasePlan websites

Alerts
Messages to users to ensure the timely execution of the Warranty Certificate process

Results

The new platform has enabled LeasePlan to increase sales of its important Vehicle Warranty product by 30% and to improve the satisfaction of all stakeholders (LeasePlan, Partners and End Customers) for the efficiency, speed, robustness and simplicity of the Warranty Certificate sales process. The processing time for a new Warranty Certificate was reduced from 3 days to 15 minutes.

„LeasePlan is very pleased with the work and service providedby valantic as it helped us build and implement a strategic solution that allows LeasePlan and our partners to be positioned favorably against the competition. With the new system we have seen an average increase in Warranty Certificate sales by 30% and a reduction in processing time form 3 days to 15 minutes,"

highlights Dionísio.

LeasePlan's strategy to continue delivering technologically innovative and differentiating solutions and rely on both valantic and OutSystems low-code platform to make them a reality.

Tiago Dionísio
Deputy ICT Director, LeasePlan Portugal

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Results

⚑ The Benefits

→ **Rapid warranty certificates management**
LeasePlan partners can now rapidly manage and issue Warranty Certificates for used vehicles in a self-service mode

→ **Focus on strategic activities**
LeasePlan business units are able to focus on more strategic activities and not spend so much time on bureaucratic tasks associated with manual issuance / activation of Warranty Certificates

→ **Quick access to warranty product**
End customers (who buy the used vehicles) have quick access to a warranty product

→ **Icresead productivity, motivation and efficiency**
of LeasePlan teams and partners

→ **Warranty sales increase**
30% increase in LeasePlan Warranty sales

Key Numbers

- 10 weeks of implementation
- 155 registered users on the platform
- 200 warranties created per month by the platform (on average)
- 60 additional Warranty products sold per month (on average)
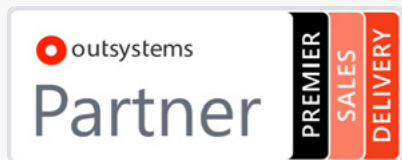- 15 minutes to issue a new Warranty Certificate (with the manual process it was 3 days)

valantic

About us

valantic is a services company dedicated to building web and mobile applications using OutSystems low-code platform. We are experts in agile delivery and believe in building lean solutions that bring immediate impact to your business. Serving customers all around the world our experts can help you maximize your investment in OutSystems.

What can you achieve with low-code?

Share your specific business challenges and discover the art of the possible. Lean on us as your trusted OutSystems Partner.

Find more at

www.valantic.com/en/low-code/