

UBENCH INTERNATIONAL

HIGHLIGHTS

UBench International™ helps automotive leasing companies improve their business processes and serve their customers better. We offer a 'collaborative' framework that allows enterprises to engage with everyone within the value chain – partners, suppliers, customers and employees – to create one virtual enterprise, synchronising agile business processes.

KEY BENEFITS

- *25% decrease in administrative costs.*
- *5% decrease in after sales costs.*
- *Streamlined processes and shorter cycles.*
- *Increased control over vehicles in the field, enabling fleet owners to be more proactive in the way they manage their vehicles.*
- *Improved driver experience, resulting in higher customer satisfaction and retention.*
- *Business intelligence based on real-time process and supplier information.*



Today's dynamic business environments and economic uncertainty mean organizations must work SMARTER to remain competitive and respond to changing customer demands for better and newer products and services at lower costs.

For many businesses, a primary barrier to business agility and cost optimization is the IT complexity. In order to achieve business goals and to serve your customer better, IT must be able to quickly and easily deliver on the needs of the (changing) needs of the business while supporting innovation.

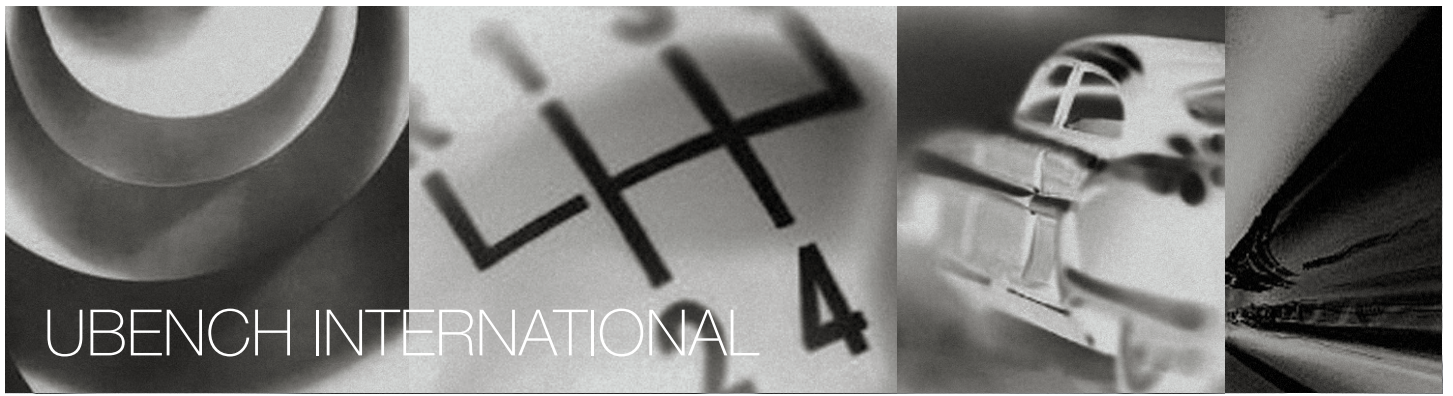
UBench International founded in 2003, runs an innovative web enabled communication platform for the automotive industry. UBench developed a new vision on the total life cycle helping leasing companies, manufacturers and insurance companies in optimizing their costs by slashing operational and maintenance expenses while increasing efficiency and enhancing customer experience.

UBTech: "Guardian angel with a wrench"

A message saved Susan Connor's life today.

It came from her auto service center, after it received a message from her car that her brakes were off. Not by much—not even enough to set off the brake light. But Susan's customer profile showed that she had to drive long distances for work...and the computer at the service center knew that an ice storm was on its way.

So it sent out a message recommending that Susan stop in for a brake inspection... which led to a quick adjustment...which halted a skid...which prevented a crash. And all Susan knows is that she was grateful for the heads-up.



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REFERENCES

ING Car Lease
ALD Automotive
Aon
BMW Financial Services
Alphabet
GE Financial Services
PSA Finance
Noord Lease
Corporate Fleets

TESTIMONIAL

Kris Kok - Alphabet: "Service Management via UBClaims helps minimise the related costs by capitalising on Alphabet's maintenance and buying power, AON's claims expertise while reducing administrative overheads."

CONTACT

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UBClaims: "No longer obscure masses of bureaucratic red tape"

"I don't like Mondays", blasted through the radio boxes.

Monday morning's traffic did it to her car. She bumped into rear of the car in front. Susan called the Lease Company. What about Friday, she had planned to go out this weekend ... she had volunteered to drive.

The operator of the customer contact center said: 'From here we take over your hassle'. 'I propose that the bodyshop near your home will contact you today to fix an appointment for the repair of the front bumper.' Late that afternoon she was called by the repairshop, and they matched agendas. In the very same moment the rental company was – via real-time messaging - requested to deliver a relief car according Susan's subscribed services – at this date and time.

Susan was comforted as she experienced that her problem was taken care off: One day later she drove up to the repairshop.

A few days later her car was shining again and driving home, she was called by customer contact to ask if she was satisfied with the service.

UBSales: "Fastforward the time machine"

Two weeks ago Susan Connor was notified that the contract was about to end and was informed about some interesting promotions on the LeaseCo intranet. It was still a fine car and it had served her well, she told her colleague Alice. Susan already dreamed of her new car... she only had to convince her boss ... it was slightly above her budget.

The next day she was contacted by the assessment inspector. Equipped with his voice enabled device it took him only five minutes to assess the car at the company parking lot. Since it was well serviced and the one accident she had was invisibly repaired, it was a smooth experience not like the one's she had in the past with this other company.

In the afternoon Alice called her. She was surprised to see Susan's car on the LeaseCo auction site. The Vehicle Identity Card was rated with five stars, the highest trust mark. She asked for a test drive before making her bid.

Sitting next to Alice in the car, she was called by the customer contact center of LeaseCo, bringing her the splendid news that she was nominated Premium Gold Driver. Her dream car was well within reach.

UBench helps bring speed, efficiency and responsiveness to the automotive industry.