



Application Management Automating Damage Tracking for Faster, Clearer Repair Decisions

Client: **Fortune 500 - Global Auto OEM** - Transportation Damage Claims



At a Glance

Real-time

damage data feeds
and alerts

Centralized

dashboard for
damage claims

Clearer

repair-decision
categories



The Client

The client is a Fortune 500 - Global Auto OEM managing damage claims for vehicles damaged in transit between manufacturing and dealer delivery, processed through its dealer and logistics network across North America.



The Business Challenge

Vehicle damage occurring during transport was often reported incompletely, leading to faulty claims. Alerts were delayed and prone to manual error, and the approval process was slow with unclear criteria for what repair decision a given type of damage warranted, leaving dealers and the OEM without a consistent way to resolve claims quickly.



Our Approach

We replaced manual, delayed damage reporting with automated data feeds and a streamlined approval workflow, giving everyone involved real-time visibility from the moment damage is identified through to a repair decision.

- Automated data feeds from transport partners for real-time accuracy at the point damage is identified.
- Streamlined the approval workflow to remove manual handoffs.
- Added real-time tracking and alerts so issues surface immediately.
- Built a centralized dashboard with clear damage categories to guide consistent repair decisions.



Solution Overview

In business terms, the shift was from finding out about damage late and guessing at the right repair path, to knowing immediately and having a clear, consistent category to act on.

Before: Manual Damage Reporting

Damage occurs during vehicle transport → Incomplete, manual damage reporting → Delayed alerts, manual errors → Slow approvals, unclear repair decisions

After: Automated Damage Tracking

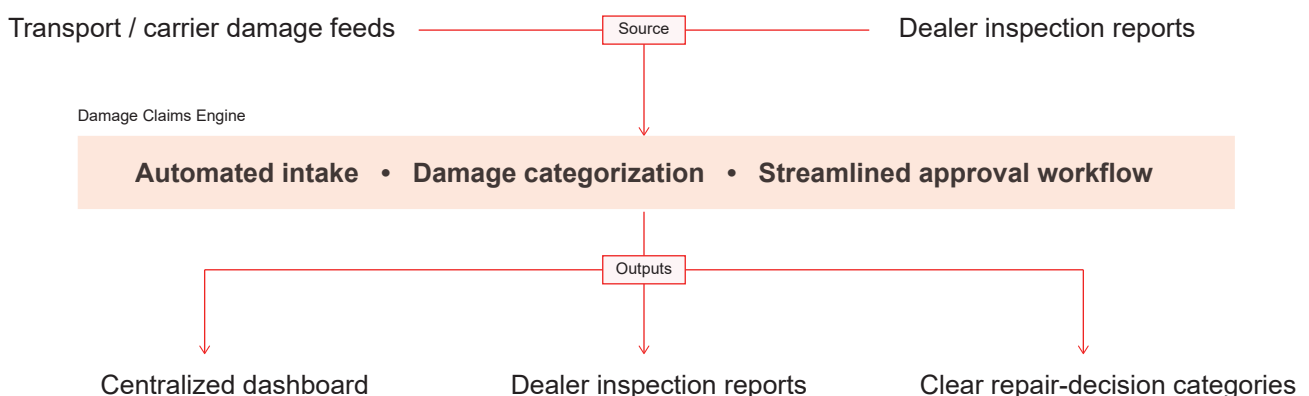
Automated data feeds from transport partners → Real-time tracking & alerts → Centralized damage dashboard → Faster approvals, clear repair decisions



Technical Approach & Architecture

Damage data feeds from transport and carrier partners, along with dealer inspection reports, flow into a damage claims engine that automates intake, categorizes the damage, and drives a streamlined approval workflow in place of manual review. The engine feeds a centralized dashboard, real-time tracking and alerts, and clear repair-decision categories.

Damage Tracking — Solution Architecture





Business Outcomes & Impact

Metric	Before	After	Business Impact
Reporting accuracy	Incomplete, manual damage reporting	Automated data feeds for real-time accuracy	Fewer faulty claims from incomplete reporting
Alerting	Delayed alerts, manual errors	Real-time tracking and alerts	Faster action on identified damage
Approval process	Slow approvals, unclear repair decisions	Streamlined workflow, clear damage categories	Quicker, more consistent repair decisions
Overall impact	Higher financial exposure, slower claims	Centralized dashboard with clear insights	Lower financial losses and data-driven insights for the OEM; better workflow efficiency for dealers; ensured vehicle quality for consumers



Why It Matters

This solution demonstrates how modern industrial interfaces can simplify operations while maintaining strict control over security and governance. By replacing complex teach-pendant programming with intuitive visual workflows, manufacturers can reduce training requirements, accelerate changeovers, and improve operator productivity. At the same time, role-based security and OS lockdown measures help protect critical systems from unauthorised access, reducing cybersecurity risks and supporting more reliable plant operations.

FERFIER



Ferfier is a specialist services provider for the mobility and manufacturing industries, integrating deep domain expertise from chip-to-cloud to help OEMs and manufacturers navigate the shift to software-defined mobility and intelligent manufacturing. For more information write to info@ferfier.com

