

# CUSTOMER SUCCESS STORY



## Business Challenge

V.T.C.s wanted to adopt a solution in order to **automate the decision of selecting the most appropriate tester for each vehicle** in order to avoid wasting time, swapping testers among vehicles during overhauls and of course testers overload.

## Why Comidor?

Our solution was selected among others in order to **transform digitally the vehicle testing process**, offering a **breakthrough in the V.T.C sector**. The ultimate target goal was the digital automation.



Industry

Vehicle Test Centers

Location

Greece

Product

Comidor VTC

## Vehicle Test Centers

**Vehicle Test Centers (V.T.C.s)** specialise in checking vehicle components to ensure they meet the minimum standard set by the Greek Ministry of Transportation (G.M.T.) before issuing a certificate. The vehicle test is carried out according to the G.M.T. guidelines and includes a comprehensive inspection of the vehicle to ensure it is in a roadworthy condition. The nominated tester is responsible for carrying out all the necessary tests, including but not limited to: Gas Emissions, Fuel System, Brakes etc.

Comidor Ltd., the solution provider of Comidor VTC, enables businesses to achieve continuous growth and improvement through evidence-based, agile, digital transformation and automation.



### Comidor Company vision

"to shape the future of work, where people and robots are evolving to work together towards sustainable development goals."



**Niko Parafesta**  
Quality Manager at V.T.C

Comidor team has a great customer understanding that makes them stand out from other partners I have done business with. Moreover, they pay close attention to what you say and try to deliver a product that fits your needs. In other words, Comidor team doesn't create business software that just sells, but makes sure that it reflects the exact needs of your organization. The After Sales support is excellent as the entire company works 24/7 to deliver high quality customer support. Comidor team are definitely people worth doing business with.

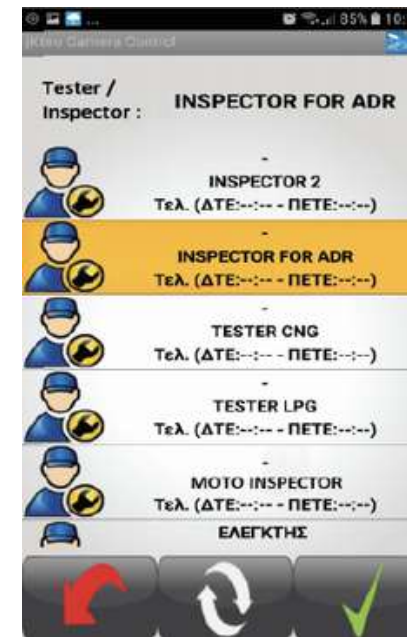


## Objectives

- ✓ Define testers specialty, availability and expertise
- ✓ Input data must be prototyped and collected in standard methods
- ✓ GUI interface must be easily used via touch screen monitors
- ✓ Testers - Users are rarely computer specialists, so components and functionality must be simple
- ✓ Solution has to be compatible with existing software running in the business
- ✓ Power-users and administrators on the V.T.C.s side have to be attentively classified
- ✓ Statistics and follow-up information

## Our solution

- Using Comidor VTC's Staff - Shifts management in compliance with tester - vehicle binding **provides the automation and security for the most appropriate tester** participated in a vehicle test at any time.
- **Technical staff education, experience and expertise information** is now gathered and grouped with automated procedures and pre-defined fields and lists.
- **On-line timetable and shifts** digitalised the former paper draft schedules.
- Inspection testers are now assigned and available **in specific time slots during each day.**
- **Power users and admin users** are able to participate and type in the necessary information for the V.T.C. inspections and testers procedure.
- The system, taking into consideration the time elapsed since the latest tester's overhaul and the workload accomplished and performed by each tester, **decides which of the available and qualified testers of the list should be on the Top of the List.** Top of the List is the tester selected to accomplish the vehicle overhaul.
- The decision of selecting the most appropriate tester for each vehicle is now as simple as picking the Top of List entry. Using this knowledge base, overhaul and testers administrator can rely on the **automated decision making by the system** and roll-out a stress-free, equitable and reliable way for running a Vehicle Test Center.
- Shifts management, Staff expertise and education skills, Completed tests, Vehicle - Tester binding, future appointments and information analytics provide **a powerful tool to the management for organising the workload, going digital and expanding.**



## Our incomparable results

- 1 Staff education and former **experience data** were collected, analysed and organised
- 2 Testers' **expertise information** was gathered, grouped and stored in a way to be easily presented and available
- 3 Test Centers organised and followed **shift scheduling** in a strategic manner
- 4 **Touch screens functionality** provides easy information access and no time loss
- 5 Intelligent methods were used to produce and **notify testers for the next scheduled vehicle**
- 6 **Workload is now spread** among testers in a productive process
- 7 Top of the List decision making accomplished **smooth and automated workflow**
- 8 Test Centers' managers take advantage of information **analytics and reporting**, optimising testers' shifts, future overhaul appointments



# COMIDOR LOW-CODE AUTOMATION PLATFORM

WHEN LOW-CODE MEETS HYPER-AUTOMATION  
IN THE DIGITAL WORKPLACE

Any app idea can come to life,  
any process can be automated,  
any business can make a difference



# comidor

LOW-CODE AUTOMATION PLATFORM



Interested in what we do?

Contact Us



customer.success@comidor.com



www.comidor.com



UK : +44 (0) 20 3397 8057

GR : +30 2310 402522

