ITIS – After Sales Solution
Integrated Technical Information System

Cognitran

ITIS is a fully integrated online After Sales package. It incorporates maintenance and repair documentation, diagnostics and digital service records. By delivering up-to-date vehicle-centric information to repairers, **ITIS** helps ensure right first time repairs to improve productivity and customer satisfaction. Extensive context sensitive searching, filtering and navigation tools help technicians quickly locate the precise information required to complete a repair. Graphics and wiring diagrams are handled using state of the art tools to guide technicians and ensure repair times are minimised. **ITIS** is fully configurable and highly scalable. Existing customers range from 25 to 100,000 plus users.

ITIS is preconfigured with global language and market support. It helps ensure compliance with the key After Sales legislative requirements for Europe, North America and Asia Pacific.

Cognitran continuously updates **ITIS** in line with emerging legislation so that customers can maintain compliance. We are seen as a trusted advisor by our clients in all aspects of RMI legislation and guidance.

The increasing number of vehicle variants puts pressure on service departments. **ITIS** simplifies servicing and repairs because it is vehicle-centric. Technicians see a tailored view of the repair and maintenance information specific to the VIN / Serial Number loaded.

Field Service Actions are displayed and tracked, and warranty and repair histories for the specific vehicle are also shown. Items such as the service check-sheet are profiled not only by VIN / Serial Number but also by customer.

ITIS breaks down the wall between Servicing and Parts, supporting integration with Parts Catalogues, as well as Dealer

Management Systems. Using web services, **ITIS** can interface seamlessly with the manufacturer's key back-end applications including Warranty, CRM and Field Service Action systems.

ITIS is currently deployed across 11 industries with over 400,000 users. The platform also helps customers reach out and connect with their direct owner base.
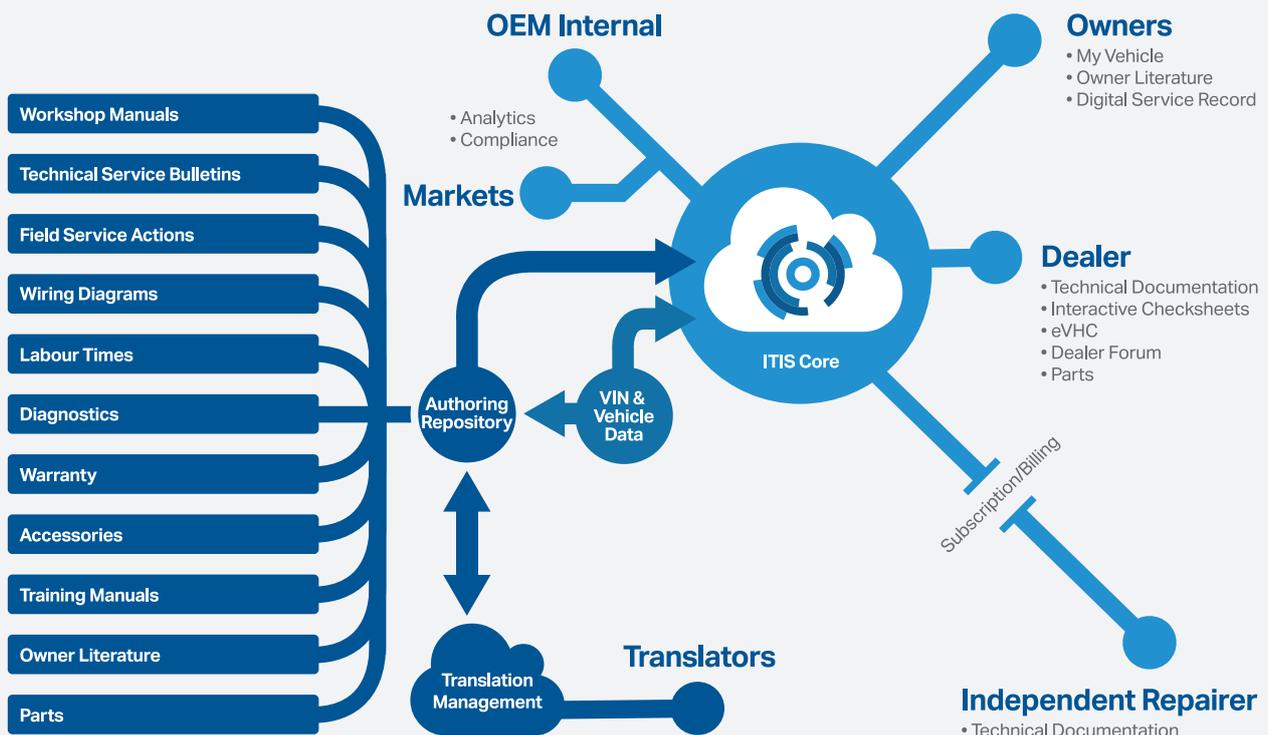
For more information call us on
+44 (0)1245 383040 or email us at
sales@cognitran.com

f facebook.com/cognitran

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in linkedin.com/company/cognitran

Cognitran ITIS: After Sales Solution

Enterprise After Sales

The Cognitran **ITIS** suite of solutions provides a fully integrated SaaS After Sales package incorporating maintenance and repair documentation, diagnostics, interactive check sheets, eVHC, parts catalogue and more.

ITIS customers can also enhance owner experience and relationships via Digital Service Records.

ITIS has been successfully deployed in the following industries:

- Cars and light commercial
- Motorcycles
- Trucks
- Construction
- Agricultural machinery
- Materials handling
- Recreational vehicles
- Transportation
- Rail
- All terrain vehicles
- Marine

ITIS

Flexible
- Out of the box solution. Configure to your needs.
- Fully compliant

Scaleable
- 50-100,000+ users
- Unlimited number of documents
- Single market to global system

Connected
- Online in the cloud 24/7
- Content always up-to-date
- Connects NSC, importers, dealers, technicians, owners and independent repairers

Apps & Analytics
- Digital service record
- Owners portal
- Interactive checksheets
- eVHC
- Diagnostics
- Parts
- Real time dashboard
- Configurable reporting suite

Cognitran Analytics

**ITIS** customers have the option to use Real Time Cognitran Analytics and Big Data.

Dashboards create a real time customised view of what is currently happening in repair workshops across the network. Remote or local assistance can be provided to assist servicing.

The Big Data reporting suite helps OEMs make informed strategic decisions and improve parts sales revenue.

Cognitran DSR

Digital Service Records help OEMs form richer and longer lasting relationships with vehicle owners. They also make it easier to maintain complete and accurate service records to maximise resale values.

Predictive servicing and pro-active customer contact for service appointments are facilitated by DSR and lead to increased revenue for both the OEM and network.
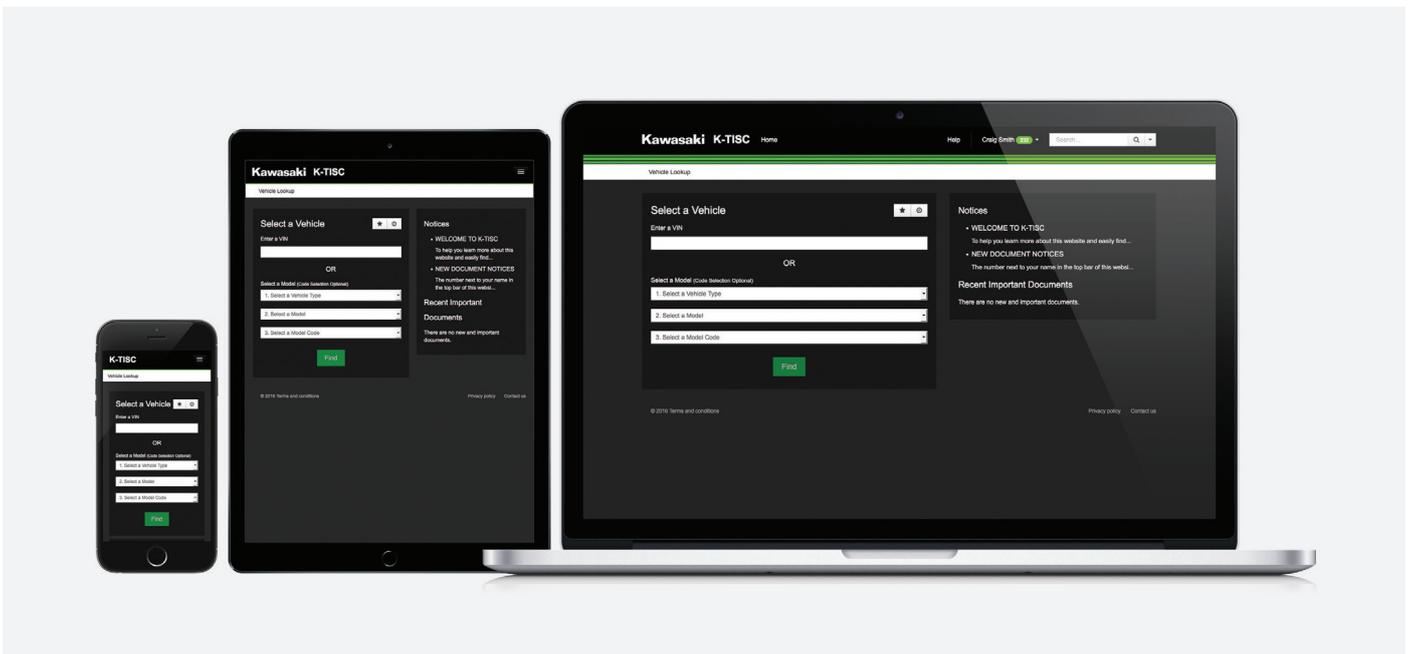
If you would like to know more about Cognitran and our solutions including ITIS please get in touch by emailing sales@cognitran.com or by calling +44 (0)1245 383040. Discover more at www.cognitran.com