

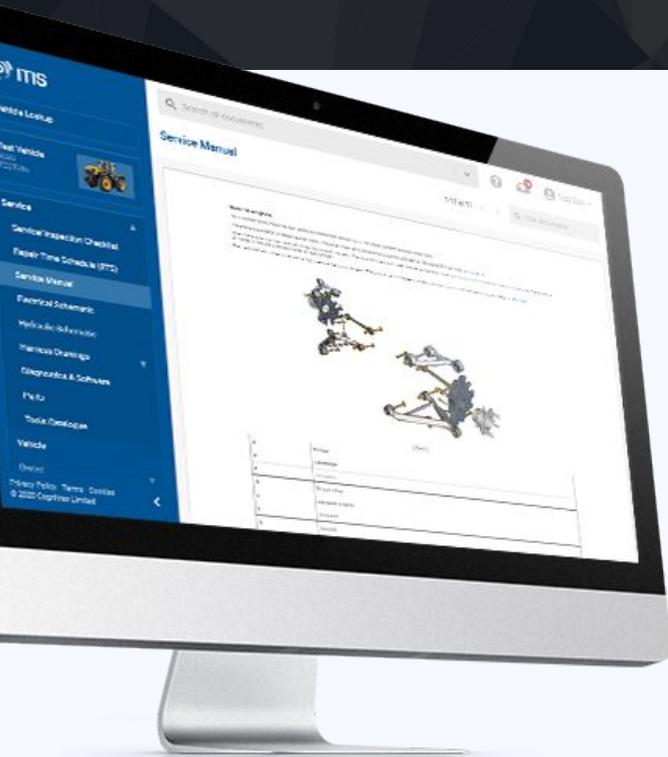


ITIS

Integrated Technical Information System



Cognitran

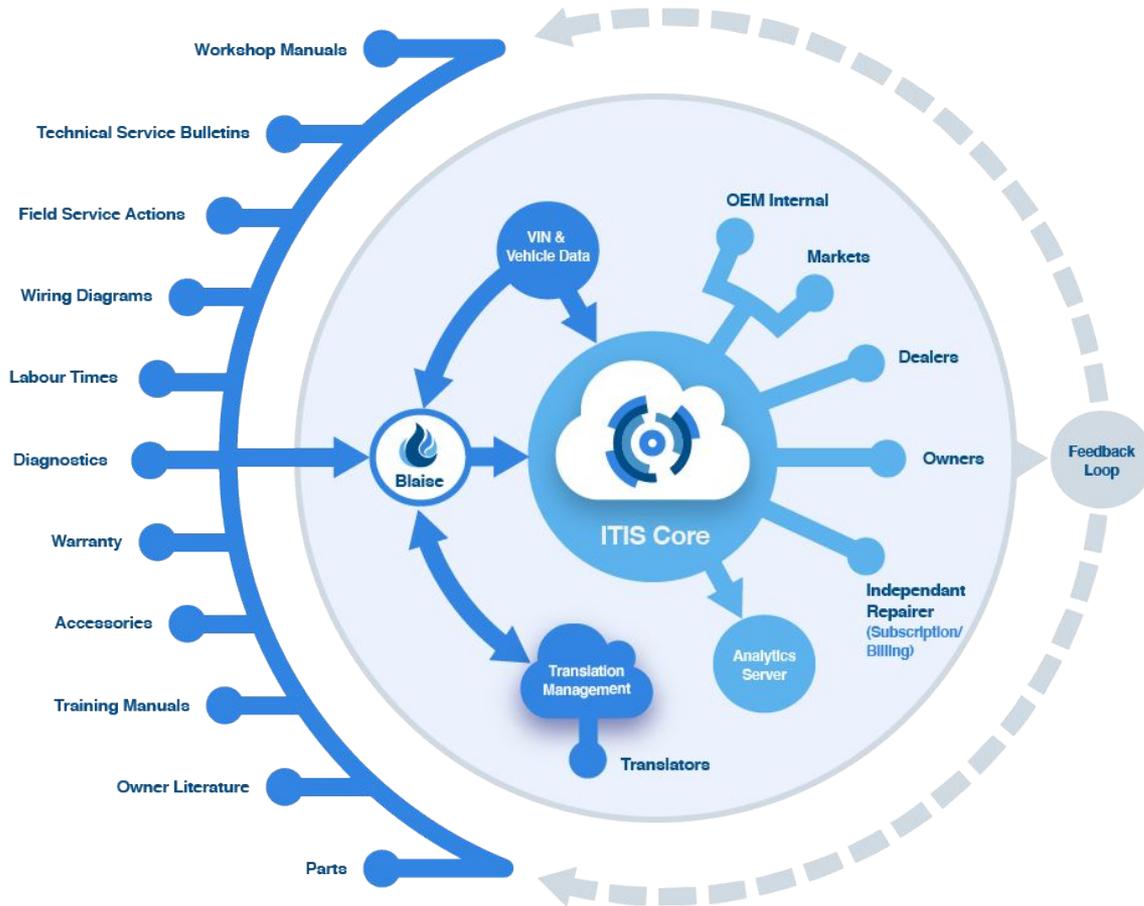


Vehicle-Centric Compliant Aftersales Solutions

ITIS is part of Cognitran's integrated SaaS aftersales product suite. Incorporating repair and maintenance information (RMI), diagnostics and digital service information. ITIS delivers up-to-date vehicle-centric information to repairers, ensuring right first time repairs, improved productivity and customer satisfaction.

- **Access information fast** with contextual searching, filtering and navigation
- Interactive graphics and wiring diagrams driven by **state-of-the-art tools**
- Configurable and **highly scalable** to over 100,000 users
- Preconfigured with global language and market support
- Compliance with key aftersales legislative requirements

ITIS in the Aftersales Ecosystem



Flexible

- ✓ Out of the box solution; configured to your needs
- ✓ Full aftersales legislation compliance

Scaleable

- ✓ Supports 25 - 100,000+ users
- ✓ No limit to the amount of content supported
- ✓ Single market to global system support

Connected

- ✓ Online in the cloud 24/7 on any device
- ✓ Content always up-to-date
- ✓ Connects distributors, importers, dealers, technicians, owners and independent repairers

Apps & Analytics

- ✓ Digital Service Record
- ✓ Owners portal
- ✓ Interactive checksheets
- ✓ Software delivery
- ✓ Diagnostics
- ✓ Parts
- ✓ Real time dashboard
- ✓ Configurable reporting suite

ITIS

With vehicle complexity continually reshaping the landscape of the automotive industry it adds pressure to service departments. ITIS simplifies servicing and repairs due to its vehicle-centric approach; technicians see a tailored view of the repair and maintenance information specific to the VIN / Serial Number loaded.

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, like all Cognitran products, is constantly evolving; the product roadmap is determined by technological advancements, legislative compliance changes, and most importantly, by the requirements of our customers. We are seen as a trusted partner by our clients in all aspects of RMI legislation and guidance.

Field Service Actions are displayed and tracked, warranty and repair histories related to each specific vehicle are also shown. Items such as Digital Service Checksheets are tailored not only by VIN / Serial Number but also by customer.

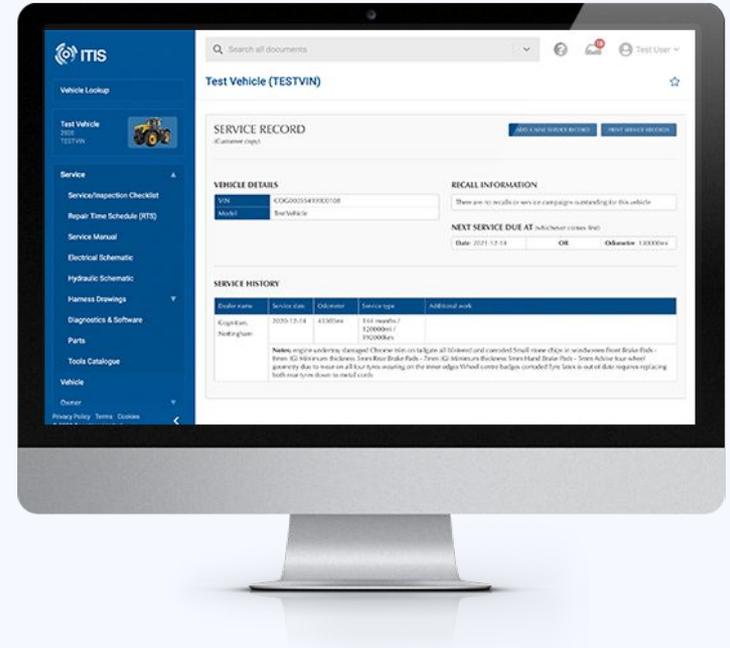
ITIS is used across 9 vertical sectors; current implementations support between 25 to over 100,000 users. The highly scalable ITIS platform also helps customers reach out and connect with their direct owner base.

Digital Service Checksheets (DSC)

Digital Service Checksheets help OEMs move away from old paper based checksheets by introducing a fully digital tablet based process. Checksheets of all types can be tailored to specific serial numbers or VINs giving technicians context accurate information ensuring the correct process is followed. DSC provides a rich data stream that OEMs can use to track customer loyalty, missed services and campaigns. Context specific service checksheets are facilitated by DSC and lead to increased quality and streamline processes ensuring owner satisfaction is increased by maintaining Dealer standard.

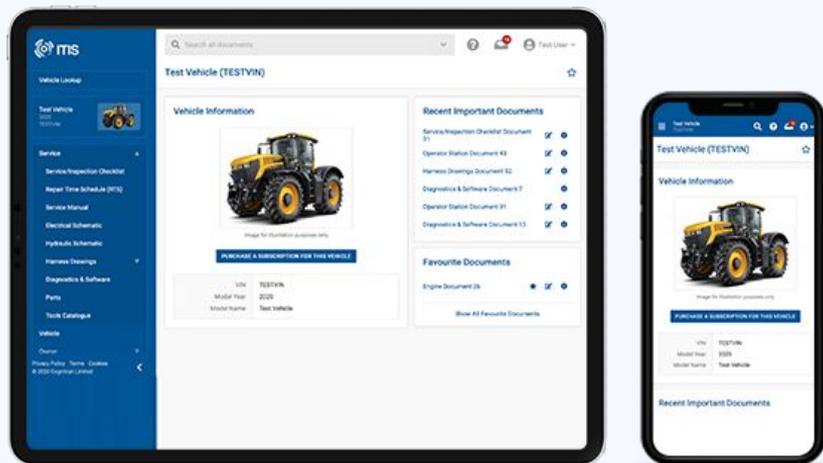
Digital Service Record (DSR)

DSRs replace printed service booklets via a centrally stored repository accessible online. DSRs benefit OEMs and their customers through improvements in customer communication, inhibiting fraudulent entries and giving an accurate assessment of a used vehicle's value. Predictive servicing and proactive customer contact for service appointments are facilitated by DSR and lead to increased revenue for the OEM whilst providing traceability of those vehicles outside of the OEM network.



Vehicle Parc

Vehicle Parc creates a virtual vehicle park of the vehicles in a dealership or dealer group process flow, thus increasing the speed of vehicle identification and providing entire dealership visibility to the people that need it. Vehicle Parc abstracts vehicles away from the traditional user centric approach, moving towards one focused on the real-time status of dealer activity.



Sensei

Cognitran Sensei is a Machine Learning (ML) solution that uses a Deep Neural Network classifier to create and maintain a Deep-Symptom-Based Model in order to predict the best content required to support technicians work. Sensei can accelerate years of technician experience by capturing data from your information network and presenting users with the information they will most likely require in the context of the specific vehicle they are working on.

Metadata such as vehicle parameters, market identifier, user job role and user activity are fed into Sensei's ML algorithms in order to present recommendations. Sensei flattens the content hierarchy significantly allowing for quick filtering of many thousands of potential information endpoints; this results in users being able to search or be presented with the most popular information.

Analytics

ITIS customers have the option to use real-time Cognitran Analytics and Big Data. The Big Data reporting suite helps OEMs make informed strategic decisions and improve parts sales revenue. 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.



If you would like to know more about Cognitran and our solutions including **ITIS** please get in touch by emailing hello@cognitran.com or by calling **+44 (0)1245 383040**. Discover more at www.cognitran.com