

case study



Fleet customers receive a faster and more efficient service since Kwik-Fit Mobile equipped its tyre fitting fleet of 230 mobile technicians with a cutting edge mobile solution—B2M’s mProdigy® helps deliver a 5% increase in efficiency and 75% cut in communications costs.



“With B2M’s mProdigy we can now resolve 90% of mobile device failures using its remote diagnostics functionality.”

- Simon Lucas, Operations Director, Kwik-Fit Fleet



Actionable Analytics
 for Business-Critical
 Enterprise Mobile Devices

Business Need

Kwik-Fit Mobile serves customers that operate some of the UK's largest vehicle fleets such as British Gas and Motability. To replace the previous mobile system, Kwik-Fit needed to ensure the new devices hit the ground running by working with mobile experts such as B2M Solutions.

In the past, 10% of Kwik-Fit's hand held devices would be returned to head office for repair. The technician would then revert to manual systems with a 20% drop in efficiency.



mProdigy's fast communications means technicians no longer need to wait for job authorizations. The increased efficiencies and cost savings were better than I expected.

- Simon Lucas, Operations Director

The Solution

B2M's mProdigy ensures that Kwik-Fit has full control and visibility of its entire estate of hand held devices. The hand held devices and mobile printers run an application developed by MMCC Consultants to allocate jobs to individual technicians, giving them customer contact details plus the parts needed for a job. Once complete, a customer signature is captured electronically and then relayed back to Kwik-Fit's central hub. A customer receipt is then printed from the in-cab printer.



mProdigy's secure communications system transfers data to and from the mobile device quickly and securely. Capturing signatures electronically has removed the need for followup paper work on over 2000 jobs per day.

- Simon Lucas, Operations Director

Business Benefits

Kwik-Fit's third-generation mobile enterprise has delivered a 5% increase in efficiency (an extra half-job per day on top of their normal ten daily customer visits), thanks largely to the performance-enhancing functionality of mProdigy.

Kwik-Fit has also cut its communications cost by 75% and, based on these savings alone, will recover the cost of the new mobile technology system in less than 18 months.



In the first three weeks of operation, we were able to send out two software updates at the touch of button using mProdigy, which has meant an extremely fast and effective implementation.

- Simon Lucas, Operations Director