

FOCUS



VVS
VIZION VEHICLE
SOLUTIONS



REPAIRER
SPECIAL



VIZION | collective

The full collection of Vizion Group
services and solutions, exclusive
to Vizion repairers



VIZION
APPROVED
REPAIRER



We have made it our priority to support our repairers and the industry.

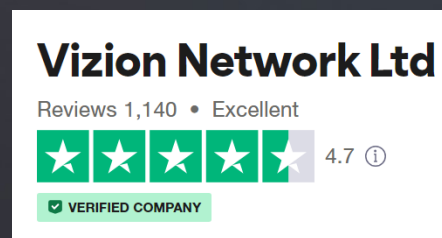
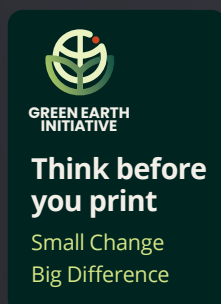
Whether through technology, knowledge, or partnerships, Vizion has risen to the challenge, and through honest collaboration, has continued to expand in terms of network solutions and products.

Vizion have always maintained a watchful eye on the horizon; embracing the need for change and taking these opportunities to evolve, whilst respecting the disruption change can bring.

IT STARTS HERE

Identifying current solutions and their attributes, is key to your development

The aim of this brochure and our ongoing commitment over the coming months is to provide our repairers the knowledge and understanding to the many services available, to take advantage of the opportunities that the Vizion collective can provide.



LOTUS ACCIDENT ASSISTANCE GOES LIVE

Lotus Accident Assistance programme, launched in August, powered by Vizion, with the new customer experience site now live.

The new site streamlines the customer experience making it easier for Lotus owners to add a damage report, book their repair and access the hubs suite of notifications and services in order to simplify the repair process.

For more information regarding the Vizion customer experience portals, get in touch with Marcus hello@vizionnetwork.co.uk

VOTE VIZION VOTE AUTOFLOW

ABP Repairers Choice Awards 2024

Both Vizion and AutoFlow work tirelessly to bring advantage to our network, customers, and partners. To deliver industry leading services, dynamic business environments, focused on outcomes, through collaboration, expertise and technology.

To provide true connected solutions, able to elevate the customer experience and deliver cutting edge solutions that brings real business value to our network, customers and the industry as a whole.

New initiatives and benefits from group partners, such as Drive and Cornerstone, bring even greater depth to Vizion and AutoFlow and our combined solution capabilities, accentuating and improving the customer experience.

So make Vizion and AutoFlow your choice.

SUPPORTING THE NETWORK

As a Vizion repairer, you receive priority access to an array of solutions and services, many of which are exclusive and complimentary. Feel free to explore these opportunities and contact us if you wish to learn more.



CLARITY

Simple, honest customer repair feedback

[➔ Show me](#)



POWERDRIVE

EV Charger education and integration

[➔ Show me](#)



NON-VIZION GEI

Repairers opportunity to create their own Green Earth Initiative

[➔ Show me](#)



CHECKMATE

Capture photos, annotate damages, and record detailed information

[➔ Show me](#)



OPUS

Integrated assessment and audit platform

[➔ Show me](#)



PAS2060 CARBON NEUTRAL

Carbon neutral in accordance with PAS2060

[➔ Show me](#)



VIZION VEHICLE SOLUTIONS

Tailored to Insurer, Network and Manufacturer Partners

[➔ Show me](#)



CONNEXIONS

Exclusive Loyalty Rewards Program

[➔ Show me](#)



LENZ

Efficient method to request, make and control payments

[➔ Show me](#)



AUTOFLOWANALYTICS

Analytics, Game Changer

[➔ Show me](#)



VIZION STANDARD

GDPR, digital compliance and environmental awareness

[➔ Show me](#)



BUSINESS ENERGY

Your bodyshop can start saving on energy

[➔ Show me](#)



DRIVE

Enhanced access to vehicle stock with benefits

[➔ Show me](#)



CORNERSTONE

Advanced non-structural training programs

[➔ Show me](#)



AUTOFLOW

Designed to improve productivity and increase profitability

[➔ Show me](#)



ONE

Advanced Authentication Solution

[➔ Show me](#)



DIGITAL CUSTOMER

Triage plus digital booking and progression

[➔ Show me](#)



VIZION DIRECTORY

Get to the department or person you need to talk to directly

[➔ Show me](#)



MIDRIVE

Resource centre for all of your VizionDrive vehicles

[➔ Show me](#)



GREEN EARTH INITIATIVE

Option to plant a tree instead of supplying mobility

[➔ Show me](#)



ARCUS

Direct parts solution with Vehicle Manufacturers

[➔ Show me](#)



REACT

Customer facing, hassle-free image capture

[➔ Show me](#)



CORTEX

Repairer portal and digital experience platform

[➔ Show me](#)



THE EVENT THAT BROUGHT THE INDUSTRY TOGETHER

The message at Kinetic was clear from the start, a strong focus on collaboration, joined-up thinking, and the need to move boundaries and obstacles in order to face the challenges and opportunities of the automotive industry...together.

Supported by two arenas of exhibitors and sponsors from the automotive supply chain, Kinetic brought together the very best of the industry, showcasing the latest products, services and personalities.

To demonstrate the overarching theme of collaboration and embracing all elements of the industry, vehicle manufacturers were also there in abundance, providing a great presence, bringing their latest technologies to showcase BEV, hydrogen and digital capabilities, amongst others.

A nostalgic trip with classic models from enthusiasts within the industry went further to demonstrate the huge leap in the use of technology and materials over the years.



FABULOUSwell done on a brilliant, professional forward thinking event with excellent content and trade stands. Even the food was fab and parking excellent with plenty of local hotels - couldn't fault anything.

RELIVE KINETIC

Visit our dedicated area on the site to see photos, videos and feedback from Kinetic

[Show me](#)

Diamond Sponsors



Platinum Sponsors



Gold Sponsors



SAVE THE DATE

03.09.25 - 04.09.25

Kinetic was created to inspire and motivate repairers, highlight innovation, and improve processes forever.

Kinetic'25 represents the next stage in the evolution of our highly successful live events from Vizion.

We are exploring new ideas and would like to hear from you. Interested in attending? Do you have suggestions or ideas for what you'd like to see at an industry event, or are you interested in exhibiting or sponsoring?

[Let us know](#)



VIZION CLARITY
 Simple, honest repair feedback

THE MOST RELIABLE & TRUSTED REPAIR FEEDBACK IN THE INDUSTRY

We take immense pride in our unparalleled expertise in developing cutting-edge digital repair solutions, our deep understanding of the automotive industry and our commitment to customer service, and of course, the excellent work our repairers do every day.

Vizion recognises the importance of customer feedback to provide insight into both positive and negative perceptions of our repairers, our staff and our services.

The rating system gives customers a way to consider Repair Quality, Communication, Repair Time as well as Overall Experience. In addition to this, there is also an opportunity to leave comments, if they wish. The process takes seconds and gives us a universal way of measuring repairer performance.




VIZIONINSIGHT
 Data driven results

Your insight into performance

Clarity provides repairers rapid customer insights for them to review their quality and performance, providing a measuring service and perceptions of their customers' repair journey.

Every repairer can also add feedback comments to their public profile, showcasing their quality service and repairs.

To find out more about Clarity repair feedback, view your results and access support and instructions, visit Cortex, your Repairer Hub.


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 Need access to Cortex? [Visit the help page for more information](#)



Overall Experience **4.4**
 Reviews (2024 upto 18.09.24) **44.019**





VIZION VEHICLE SOLUTIONS


An exclusive range of vehicle services tailored to our insurer, vehicle manufacturer and repair network partners.

Vizion Vehicle Solutions is dedicated to providing a holistic service, elevating the quality, availability and choice for vehicles for our repair partners and customers.

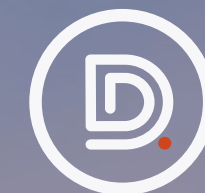
Our team's commitment is to be instrumental in providing professional service, whether it's providing a courtesy car via our Drive solution or a variety of replacement vehicles to customers, swiftly and efficiently.

Want to know more?

If you would like more information regarding VVS and the services that they cover email hello@vizionnetwork.co.uk for our info pack or use the link below to request information on VVS and other services

 [Show me](#)

VIZION DRIVE
Dedicated Mobility Solutions



MOBILITY OPTIONS EXCLUSIVE TO VIZION MEMBERS

Drive sets the bar higher than ever, committing to deliver meaningful change to the courtesy car market for Vizion repairers, offering a unique service with enhanced access to stock availability, free delivery and no arrangement fees.



VIZION DRIVE
Dedicated Mobility Solutions

DRIVING FORWARD

GOING FROM STRENGTH TO STRENGTH

VizionDrive is a dedicated mobility program exclusive for our repair network partners. Our solution offers in-house underwriting with preferential decision making and a dedicated client portal.

Drive has been designed to be flexible around your requirements. Whether you need a fleet of vehicles or just one electric vehicle, Drive has been created to help deliver a consistent and seamless solution for your needs.

Vizion Drive is a powerful combination of systems, strategies and relationships, that balance competitive edge and courtesy car solutions, empowering all sizes of bodyshops with access to commercial terms, normally only available to the very largest businesses.

- ✓ Updated weekly, deals unique to Vizion
- ✓ Stock typically has quick availability
- ✓ Competitive terms and costs.
- ✓ No arrangement fees
- ✓ Free delivery

Next Steps

View current stock availability and more details via Cortex (no login required) or please contact the Drive team directly on **01933 833 410** or email drive@vizionnetwork.co.uk



 [Show me](#)

 Need access to Cortex? [Visit the help page for more information](#)

”

Vizion Drive are a fantastic team to deal with, offering amazing support to newer repairers on the network. This is a brilliant addition to the superb services and assistance Vizion Group already offer, a truly great partnership, built on trust!”.

Stefan Hill from Evolve

Why choose Drive?

The **power of our brand**, the **operational excellence of our team**, and the responsiveness to the evolving digital landscape, combined with **our relationship with leading manufacturers**, and not forgetting **our genuine goal of helping our repair partners**.



COMPETITIVE

Industry leading pricing with rates starting from 1 payment in advance. Rentals range from 12 months to 36 months which include flexible mileage allowances.



TRANSPARENT

To ensure complete transparency, we do not charge any arrangement fees ensuring there are no hidden surprises for any vehicles that Vizion Drive supply.



EXCLUSIVE

VizionDrive is a dedicated mobility programme exclusive for our repair network partners. Our solution offers in-house underwriting with preferential decision making.



miDRIVE
Dedicated Mobility Solutions

ELEVATE YOUR DRIVE EXPERIENCE

MiDrive is completely free and is designed to enhance your client experience.

Offering you a dedicated resource centre for all of your courtesy and management vehicles ordered via VizionDrive.

MiDrive is new and the team will be adding many more features and information to support your Drive vehicles over the coming months.


- ✓ You can view your existing contracts and agreements
- ✓ Upload checklists and other files related to your vehicles
- ✓ Use the contact list to email or call the team at Drive
- ✓ Useful information relating to your hire/lease
- ✓ Step by step guide to checking your vehicle
- ✓ Useful numbers in case of breakdown
- ✓ Servicing details for your vehicles
- ✓ De-fleet support to assist you in the vehicle return process

Where do I sign up?

Simple, we sort this for you. Our team will provide access to miDrive area via Cortex using your existing account, or if you have a nominated person, we will set them up with their own account.



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 Need access to Cortex? [Visit the help page for more information](#)



POWER **DRIVE**
Bodyshop EV Solutions



VIZION HAVE TAKEN THE HARD WORK OUT OF UNDERSTANDING THE EV REVOLUTION

Providing customised, turnkey
EV solutions for repairers of all
sizes, across the UK



PLUG INTO THE FUTURE

PowerDrive simplifies the electric vehicle landscape by providing comprehensive services and solutions

“
Price point was very competitive; the team were particularly good and were always available on the phone or via email for any queries, the whole process was a great experience

Graeme Bennett
Devonshire Motors

These offerings accelerate the transition of repairers to zero-emission motoring and lower the overall cost of owning electric vehicles, whether for their courtesy car fleet, employees, or customer charging provisions.

The urgent need for expanded and improved charging infrastructure is key to boosting consumer confidence in transitioning to electric vehicles. Vizion PowerDrive is here to assist you on your journey.

The Drive team can discuss and meet all requirements for repairer chargers, ranging from a single AC unit to super-fast satellite chargers.

Flexible and competitive financial terms



Supporting the transition to electric vehicles (EVs) with competitive finance options available over 3 to 5 years.

A range of solutions for all bodyshops



A complete range of equipment from 22 KW AC to 400 KW DC is available, catering to all bodyshop requirements.

Full support and tailored maintenance packages



Complete software, servicing and maintenance support packages throughout the lifetime of your chargers.

Why PowerDrive?

Services include **surveying** and **installing** a **diverse array of EV chargers**, customised to meet the specific requirements of your site and work-flow, featuring the **highly adaptable plug-in mobile unit**. With an **extensive selection of brands and models**, coupled with **financing options ranging from three to five years**, maintaining EVs has **never been more accessible**.

Let's get your bodyshop plugged in

For more information about our complete process and available solutions, or to book your site survey, please contact The Drive team directly on **01933 833 410** or email powerdrive@vizionnetwork.co.uk.

Alternatively you can get more information via Cortex

Show me



As a truly valued partner of Vizion, we want to ensure you, your colleagues and family are rewarded for your loyalty to Vizion.



I found the whole experience straightforward and easy to complete. From the initial quote to delivery in just 3 weeks.

Communication from all the team was great and kept me apprised of the process and were always on hand to answer any questions I had, I cannot recommend Connexions enough.

Tim Wood, AutoFlow

Connexions

Vizion Unified Loyalty Program





Connexions
Vizion Unified Loyalty Program

READY TO MAKE YOUR NEXT CONNEXION WORK FOR YOU?

Open to all employees, affiliate companies, partners, and repairers, as well as any referred friend or family member.

Phase one of Connexions invites you to explore Vizion's VVRoom vehicle leasing program, which offers flexible options and numerous benefits.

You select the car, specifications, fuel type and colour, plus any additional features or enhancements, choosing from thousands of options tailored to your budget and needs through our specialised leasing site.

- ✓ Choose from a huge range of vehicles
- ✓ Filter results to suit your needs and budget
- ✓ Friendly helpful staff helping you through the entire process
- ✓ Open to your friends, family and colleagues
- ✓ Enjoy a range of Xtra bonus rewards

4 step process to getting a new vehicle



Let the search begin!

Time to find the vehicle of your choice from 100's of vehicles and configurations.



Ready....set....GO!

Once you have selected your vehicle of choice, we will manage the process for you.



It's on its way!

Time to choose your xtra bonus from a choice of options, exclusive for you or your community.



Done. Enjoy!

Free delivery to your preferred location, our partner will call to agree a drop off time.

Xtra Bonus.

In addition to the **great deals** on offer, **you** get to choose an **extra benefit** with every purchase.



Spend it!

Treat yourself to a shopping trip or for your next holiday

£100 Love2Shop voucher.
Time to treat yourself - go on a shopping spree or put it towards your next holiday.



Share the love!

Donate the money to a local club or charity

£100 donated in your name to your charity of choice, whether that is your child's club/team or a major well-known charity.



Save the planet!

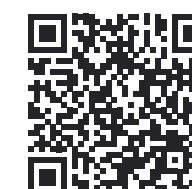
Plant some trees and drive positive change

VVS will plant 5 trees via Vizion's Green Earth Initiative. You will receive a certificate confirming your support.

Treat yourself or share the benefits

Visit the Connexions area on Cortex, to see full information and links to our partner site that has over 4,500 lease deals for every manufacturer and fuel type, browse through the many options available, filter to suit your needs.

[Show me](#)





I was sceptical at first but, my word, talk about brain rewiring. They've shown my techs a whole new world of safe repair techniques. The results and feedback from our staff were simply staggering. Quite literally the holy grail.

UK Carbody



Cornerstone
Technologies

FASTER, SAFER REPAIRS TO A HIGHER STANDARD THAN EVER BEFORE

Cornerstone's training programs cultivate highly proficient technicians by equipping them with essential knowledge, techniques, and processes, guaranteeing improved safety and quality of repair.



SAFE TO REPAIR

Cornerstone Technologies are the market leaders in delivering advanced non-structural training programs to the automotive industry.

A bodyshop's reputation depends on their teams ability to provide excellent service and quality to customers. Training and development of new and existing talent is an essential part of every bodyshops quality and growth strategy.

Cornerstone's training programs provide your professionals with the valuable opportunity of working on multiple courses that enhance their technical, managerial and multi-functional skills. They also help to improve the understanding of sustainability and the positive environmental impact.

Cornerstone has developed a comprehensive, interactive, and modular approach to their training. This provides bodyshop technicians with a practical understanding of modern repair methods with formal assessments at the end of each module to validate knowledge gained and prove competency.

- ✔ Improved safety, scope, quality and efficiency
- ✔ Improved labour sales
- ✔ Improved profitability
- ✔ Improved average repair costs
- ✔ Improved key to key times
- ✔ Improved carbon footprint

Cornerstone's training helps repairers to **improve the safety and quality of repair, improving profitability through efficiency by becoming experts** in non-structural repair.

ENHANCED SKILLSET

Well-trained technicians enhance productivity, improve retention through training and build the overall morale of everyone in the bodyshop



ENVIRONMENTAL BENEFITS

Repairers can contribute significantly to sustainable targets by focusing on reducing, reusing, and recycling.


IMPROVED PROFITABILITY


Our comprehensive, in-depth training, creates experts able to make an instant impact on your profitability.

Next Steps

For more information or to book your course, please contact Cornerstone directly on **01482 428140** or email **sales@cornerstonetechnologies.co.uk**

Alternatively, you can get more information via Cortex


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WORKING TOGETHER TO MAKE A DIFFERENCE NOW AND FOR THE FUTURE

We want to make it simple for our repair centres to help customers, the environment and themselves. Working with Vizion to preserve and protect our planet’s fragile ecosystem is good for everyone, and good for business.

By actively promoting mobility options, where customers can consider alternatives such as tree planting, we open up a world of greener possibilities, giving us all the opportunity to be part of the solution, whilst reducing emissions, waste, and costs.

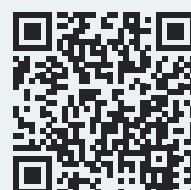
Vizion’s hugely successful Green Earth Initiative is now in its third year, and we are

heralding this by opening up the GEI solution so you can use this for all your Vizion and non Vizion customers.

Vizion have always believed that collaborative and collective action, combined with innovative technology and unwavering passion for doing the right thing, can and does make a profound difference.

Find out more

If you would like to know more about the Green Earth Initiative, then ask to see our FocusOnGEI PDF by emailing hello@vizionnetwork.co.uk Alternatively you can get more information via Cortex.



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12,008

Chose to plant a tree in 2023

15,000

Target for 2024
(2.5 tco2e* per tree over 14 years)

30,020

2023 Result
(2.5 tco2e* per tree over 14 years)

£4M

Repairer hire car savings annualised

*tCO2e stands for tonnes (t) of carbon dioxide (CO2) equivalent (e).



NON-VIZION MOBILITY

Every Vizion repairer is able to offer the Green Earth Initiative to all of their customers, regardless if it's a Vizion repair or not.

Vizion have created a simple process for a repairer to add a customer to the Green Earth Initiative from any provider or source.

A repairer can offer the replacement of a hire car, add information to the form and Cortex will notify the customer as well as sending a notification to the repairer.

On completion of the simple registration form, the repairer will be able to download a certificate to present to the customer, confirming their participation.

- ✓ Fast and easy process to register customers
- ✓ Available to all your customers
- ✓ Certificate produced on every submission
- ✓ Use any device by anyone in your bodyshop
- ✓ Available to all Vizion repairers

MARKETING AND SOCIAL SUPPORT

Considering launching your own Green Earth promotions? Reach out to us!

Vizion offers creative assistance, along with a variety of images and graphics for you or your marketing agency. Get in touch by sending an email to hello@vizionnetwork.co.uk.



REPAIRERFEEDBACK

Over 100+ of our customers have already accepted to plant a tree with Alton Cars, it's an amazing service to encourage customers to give up a courtesy car, this is also helping us with quicker booking in dates because of the customer opting out of the car.

Jay Ali | Group Client Director | Alton Cars



Make a difference start today



Add your own customers to the Green Earth Initiative.

GEI is available to non Vizion repairers and companies supporting our Green Earth Initiative.

We have made the process as simple as possible, taking only minutes to register a participant from any of the bodyshops you are associated with, to providing the customer with an e-certificate (this is printable but please ensure you use recycled paper).

HOW TO ADD A PARTICIPANT

1. Go to 'Add customer' page
2. Populate the form
3. Save data & download certificate

If you would like to know more about the Green Earth Initiative, then ask to see our FocusOnGEI pdf, by emailing hello@vizionnetwork.co.uk Alternatively, you can get more information via Cortex.

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VIZION LENZ
Transformed Payment Solutions

INVOICING AND PAYMENT MANAGEMENT MADE EASY

Providing Vizion repairers with a low to no touch, highly transparent and super efficient method to request, make and control payments.

Linked dynamically, providing high degrees of automation, The system has been designed after lengthy consultations with bodyshops; built with the user in mind and using the same technology as our in-house systems, it is a revolution for repair invoicing across the network.


It allows live visibility of claim details from multiple work providers such as excess values and VAT status. It also accommodates a wide range of invoicing scenarios that can be submitted automatically with the ability to manage user access for one or multiple sites, and thus expediting

- ✔ Simple to use web-based system
- ✔ Ability to submit supplementary invoices for payment
- ✔ Quicker submission process, with less requirements
- ✔ Upfront invoice verification, minimising rejections
- ✔ Directly integrated to Vizion's systems, improving connectivity
- ✔ Overall reduction in payment cycle times
- ✔ Reduced submission costs

Get started today

For more information visit Cortex and register your interest or email us today at hello@vizionnetwork.co.uk for more information and a demonstration.



 [Show me](#)

”

Shorten the time to close an invoice and accelerate payment cycles, using next generation technologies, connected process and validation.



Intelligent and Innovative Bodyshop Solutions



Just wanted to send a note to thank you for the amazing service from the team at AutoFlow for progressing us onto the system so efficiently and effectively.

The arrangements and training have been second to none, you have listened to our needs, and provided what we asked for.

You, the training team, and support staff are continuing to support us in our journey in having a very effective tool to operate our business.

Rhian Evans, Director
Glyn Evans Autoclinic Ltd

NEW FRONTIERS NEW POSSIBILITIES

Ever-accelerating technological need has moved innovation in bodyshop management past mere opportunity, into the heart of the business strategy.



Parts Management Re-imagined

Direct parts solution with vehicle manufacturers

In uncertain times, digital connectivity is critical to restoring staff and customer confidence through automation, consistent and accurate information and ease of use. AutoFlow is key to how repairers and suppliers overcome many of today's challenges.

Being one of the largest contributors to vehicle off-road time, parts supply can be notoriously difficult and expensive to manage for all parties; unknowns in availability, inconsistent communication and information formats are major drivers to operational friction.

Arcus is parts management re-imagined. AutoFlow's NEW cloud-based solution redefines how repairers and suppliers work together. Reducing effort for all parties, increasing profitability through automation and process improvements and ultimately reducing backorder

time-scales, therefore improving the customer repair journey and satisfaction.

Seamlessly integrating with AutoFlow 4:G and your business processes, Arcus provides a cohesive, synchronised and connected experience across the supply chain. Arcus provides real time data on part quote and order statuses, enhanced information to plan and set correct expectations operationally and for the customer, reducing friction, cost and negative impacts created through waste and failure.

The scalability, agility, and level of innovation offered by AutoFlow's Arcus platform makes it an essential enabler for Repairers and Suppliers to collaborate on reducing mutual costs, effort and friction whilst increasing staff and customer satisfaction and profitability via our innovative user experience.

Find out more

For more information about Arcus and other AutoFlow products, email sales@autoflow.ltd.uk or call **01625 860 545** now to arrange a demonstration.

 [Show me](#)



”

This is a big part of the jigsaw in the war on escalating repairer and supplier non-productive cost. Removing layers of admin duplications between VDA's, parts departments and customer services.

Chris Mckie



Get a clear view on vehicle damage

Capture photos, annotate damages, and record detailed information - all in one place.

Digital vehicle check-in and handover app with smart estimating and seamless integration potential.

CheckMate has potential to be used across a wide range of vehicle services, maximising current business revenue whilst opening up other areas of the business.

Save time, streamline your processes and increase the accuracy of information you record. Present a more professional image to customers, calculating prices instantly, produce emailable and printable estimates on the spot via a simple to use touch screen interface.

- ✓ Maximise current business revenue whilst opening up other areas of the business
- ✓ Save time, streamline your processes and increase accuracy of information you record
- ✓ Create a configurable estimating platform using multiple contract pricing



Find out more

For more information about Arcus and other AutoFlow products, email sales@autoflow.ltd.uk or call **01625 860 545** now to arrange a demonstration.

Show me



Analytics, Game Changer

In today's fast-paced automotive industry, staying ahead of the competition requires more than just efficient processes and quality repairs.

AutoFlow's innovative Analytics Module stands as a game-changing addition. With performance metrics, intuitive dashboards, seamless integration, and a user-friendly interface, it's poised to revolutionise how bodyshops operate in an ever-evolving industry.

READY TO LEVEL UP?

Contact us for more information, or reach out to our sales team to discover how AutoFlow can empower your bodyshop's success.

Show me

- ✓ **Efficiency Boost**
Streamline operations and make data-driven decisions
- ✓ **Advanced Analytics**
Unlock valuable insights into your bodyshop's performance
- ✓ **Enhanced Reporting**
Access comprehensive reports for smarter business strategies

one | 6

Be at **one** with your cyber security

At AutoFlow, we are committed to enhancing user experience with innovative technology, whilst maintaining high security to ensure peace of mind and protection of data.

AutoFlow One, is an advanced authentication tool crafted to simplify and fortify user identification throughout all our software solutions. One simplifies user management and ensures that the right individuals have the appropriate access to the necessary tools and information.

What This Means for You?

During the upgrade to AutoFlow v9.12.0, users will be prompted to transition to AutoFlow One by entering and validating their email address.

Transitioning is not required at the initial login; however, all users will be migrated to the new service within the first few weeks. The phased implementation will begin with the AutoFlow application login, followed by enhancements to the Hosted Log-On, which will eliminate the need for multiple logins and greatly improve the self-service password reset process.

For more information please visit our dedicated AutoFlow One area.

Show me

React

Triage and assess damage quicker and easier, reducing key-to-key times

React is the photo integration tool designed specifically for vehicle repairers, allowing you to request and receive images of damaged vehicles with seamless integration to your AutoFlow 4G Management System.

Capture images of damaged vehicles conveniently.

What sets React apart is its seamless branding feature, which ensures that every communication appears as if it came directly from you. Simplify the claims journey, enhance customer satisfaction, and boost efficiency with React – your go-to solution for hassle-free image capture.

Show me



OPUS ASSESS
Integrated Assessment Platform

A comprehensive, integrated assessment and alert platform for Vizion, Vehicle Manufacturers and WRC.

INTRODUCING OPUS ASSESS

Opus is a straightforward and easy-to-use solution that provides a clear and comprehensive overview of your business critical assets and capabilities and helps you pass compliance assessments, ensuring you meet Vizion and manufacturer standards.

Opus, our web-based assessment management software, dramatically simplifies compliance. It helps repairers conduct and pass compliance assessments and drives improvements through awareness and support, and as it's web based, you can use on any device, anywhere, at any time.

Next Steps

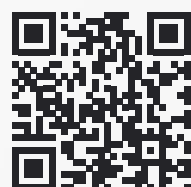
If chosen, you will be sent details to access Opus to complete the 2024 Vizion Standard assessment.

You will be able to request access for colleagues should you need support or have a colleague who will be responsible for filling in the audit.

Alternatively, you can get more information via the dedicated **Opus area**.

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VIZION STANDARD
Audit. Compliance. Assurance.

SETTING YOUR STANDARDS HIGH

Continuing to set the standard in GDPR, digital compliance and environmental awareness in the automotive industry, ensuring peace of mind for all our customers.

The Vizion Standard is part of our commitment to the customer. Assurance that we, our clients and our repairer partners, consider their privacy and data protection as a critical part of the customer experience.

The protection of customer data is an essential and important part of the Vizion strategic move

to prioritise insurer and customer concerns.

The Vizion standard was created, changing the way data is used, and aligning data privacy with GDPR and cyber essentials compliance. As data protection regulations will continue to evolve, the Vizion Standard adapts and integrates into the accreditation.

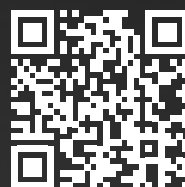
Next Steps

The Vizion Standard assessment is distributed in trenches, to each member, Once you receive yours the assessment takes only a short time to complete.

To see if your Vizion Standard assessment is live, visit the website using the link below.

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There are 4 key areas to the standard, specifically designed for our repair partners

ACCOUNTABILITY & AWARENESS

It's clear a culture of accountability and awareness builds trust, and taking responsibility instils a high level of confidence within the business and with business partners

DATA PROTECTION

We live in a digital, data-driven world, and sharing data can make life easier, more convenient and more connected for us all - but we shouldn't use it in ways people wouldn't expect

INFORMATION SECURITY

Being aligned to an industry standard for information security adds value and can help ensure a good reputation. Cyber Essentials represents the government baseline standard

ENVIRONMENTAL SUSTAINABILITY

There is no doubt that the motor vehicle sector has an important role to play in helping the world adapt to a more environmentally sustainable long-term future



PUTTING DIGITAL AT THE HEART OF YOUR BODYSHOP



VIZION ONEHUB
Customer digital repair hub

Customers require consistent information and constant access; real-time is essential.

Vizion's intelligently integrated solution allows different services to work cohesively to deliver consistent customer service, automate more processes and take out the complexity and frustration of a repair journey.

Depending on the progression of the repair, the client branded portal shows the relevant choices to the customer via a fully immersive and brand-aligned hub, personalised to the customer, and managed by the repairer.

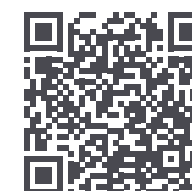
The customer is introduced to the portal from the offset, with the ability to book the repair and choose the repairer, then once complete they are then invited to see progress of the repair with updates sent via SMS, email and always visible on their hub.

This connection enables the repairer to connect digitally with the customer throughout the journey.

All Vizion repairers and their teams have the capabilities to engage with customers digitally via their branded portal with existing tools via Cortex for free.

Next Steps

Vizion have produced a booklet regarding digital customer connection, if you would like a copy and further information and support, email Marcus, hello@vizionnetwork.co.uk or visit **Cortex Knowledge Net** for more information



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DEDICATED REPAIRER DIGITAL SUPPORT PLATFORM

The repairer platform is crafted to integrate smoothly into the daily operations of a bodyshop, offering a complete perspective on repairs and customer interactions. It equips the network with tools necessary for an all-encompassing, next-generation digital solution.

All Vizion repairers can access the portal, which includes vital information about membership, the Green Earth Initiative, assistance, support, and documents.

- ✓ Communicate directly with the customer via their official branded portal
- ✓ All messages, including SMS are free to send to the customer
- ✓ Each message sent automatically goes to SMS, email and directly on their portal
- ✓ Send photo's to better explain or showcase customers repair so they can share on socials or for peace of mind

Next Steps

Log on to Cortex now using the link below, and see all of your repairs. If you would like any more details, training and support, please contact Marcus via email hello@vizionnetwork.co.uk



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FREE TO ALL VIZION MEMBERS AND ALWAYS WILL BE

As a Vizion member, you can use Cortex and its applications for free, recognising their significant value in enhancing the customer journey for repairers. We strongly encourage repairers to take full advantage of the system's capabilities.



VIZION CORTEX
Repairer Digital Experience Platform

ONE LOGIN. MULTIPLE POSSIBILITIES

Cortex is a dedicated repairer hub, crafted to complement existing systems and processes. It aids repairers in digital transformation and daily customer communications, offering insights into numerous opportunities for advancement. With a single login you have access to all of the below and more.



UPDATE PLUS

Message the customer any time via digital messaging, even send photo's directly to the customer portal.



WAYPOINT

Add up-selling or service upgrades to a customer repair, by adding waypoints, Rebooted for 2024.



OPINIONS

Participate in surveys, votes and polls to benefit your bodyshop, the network and the industry.



GREEN EARTH

Manage your Green Earth Initiative to customers both yours and Vizion's.



DRIVE

Look at the many mobility offers available from Drive, and manage your courtesy car fleet.



EV POWERDRIVE

Delve into the world of EV and see how Drive can support with installing chargers at your bodyshop.



FEEDBACK

Review repair feedback from your customers from the last 5 years and use the comments in your socials.



OPUS ASSESS

Manage Vizion Standard and any other manufacturer audits associated to your bodyshop via Opus.



YOUR PROFILE

Manage your customer facing profile such as opening times, contacts details, seen on over 30 sites.



VIZION CLOUD

Review important SLA's, contracts and documents related to your bodyshop and your approvals.



KNOWLEDGE NET.

Gain insights on how to update the customer and use the Cortex digital platform.

Next Steps

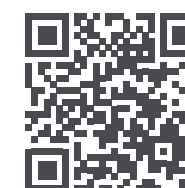
Every Vizion repairer has an opportunity to access Cortex, and each bodyshop can add as many team members as they wish, and as it's web based it can be accessed by any laptop, tablet or phone, in fact, anything that can connect to the web.

Please note: Account activity is monitored and you will be automatically removed from accessing if your account is inactive or you are sharing your user credentials.

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eca
business
energy
buy better, use less

Expert third party auditing to ensure delivery
and independent validation

BECOME CARBON NEUTRAL

Reduce costs, attract more business
and help the environment.

”
*We are leading the way
in the accident repair
industry by achieving
carbon neutrality in
accordance with PAS2060.
ECA Business Energy has
enabled us to become
carbon neutral.*

Graham Roberts,
Commercial Director

Collaborating with ECA Business Energy, your
bodyshop now has the opportunity to reduce energy
costs, and attract more business, by becoming carbon
neutral in accordance with PAS2060.

ECA specialists offer a proven programme to support your business to become Carbon
Neutral. They will help you reduce carbon emissions, whilst offsetting carbon used by your
bodyshop, through high quality certified carbon credits.

Your journey begins here

To discuss Vizion's PAS2060 support, please call Steve
Silverwood on 01246 290 490.

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The 4-step process for achieving PAS2060

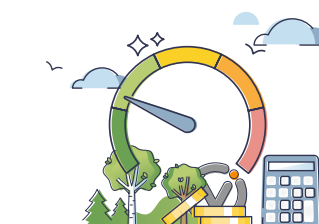
**PAS2060 is an internationally recognised standard that
was developed by the British Standards Institution (BSI).**

Working towards the standard allows organisations to declare themselves carbon-neutral in
accordance with PAS2060 for the relevant period. There are 4 steps to becoming carbon-neutral
in accordance with PAS2060



1. Assessment

Produce your carbon
footprint.



2. Reduction

You must achieve an
emission's reduction.



3. Offset

Your carbon footprint
must be offset annually.



4. Validate

ECA produce your
Qualifying Explanatory
Statement (QES).

eca
business
energy
buy better, use less

Better value utilities, independent energy and carbon management, from people who care about the body repair industry.

BODYSHOPS SAVE WITH ENERGY REVIEW

The spiraling cost of energy has motivated even more bodyshops to implement ways of reducing usage.

Reviews help identify wastage, assess current practices, compare performance between sites, and ultimately, reduce energy consumption and costs. ECA specialists compare energy consumption data with sector averages to identify waste and excessive use.

Bodyshops are asked to provide limited information including half hourly electricity and gas data, a description of operations on site, weekly opening hours, details of energy intensive equipment, the floor area of the facility, and any energy audits or reports already undertaken.

ECA Business Energy Managing Director, Steve Silverwood, said: *"Benchmarking helps our team discover if a bodyshop is using more energy than expected."*

We can then suggest behavioural or operational procedure changes to minimise waste."

He added: *"Making simple changes such as turning off equipment rather than leaving equipment in standby mode can make a big difference."*

The cheapest energy is the energy you don't use. On average, our bodyshop clients have benefited from annual energy savings of 12%, following a review."

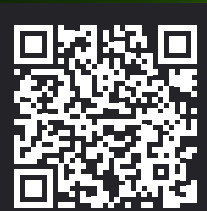
If required, the Desktop Energy Review can be followed by a detailed site audit to discover exactly why energy usage spikes.

On completion of the review, ECA work with bodyshops to define short, medium and long term ways to reduce energy consumption. All data can be monitored through the easy to use central hub – ECA Cloud.

Ready to start saving?

To arrange your Desktop Energy Review please call Steve Silverwood on 01246 290 490.

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”

ECA have taken care of all our business energy needs since 2014.

They provide specialist advice, and most importantly, ensure we benefit from the very best energy prices.

Every bodyshop could benefit from speaking to ECA Business Energy.

Andy Pennell,
Group Operations Manager



TEAMVIZION
Support. Knowledge. Expertise.

LET'S CONNECT

THE VIZION DIRECTORY

As a Vizion member you and your colleagues have access to a selection of services and solutions which include a variety of unique offers, latest technology and cutting edge repair process and access to Vizion's Repairer Hub, Cortex.

This brochure has shown some of the benefits of being part of Vizion and exciting opportunities. It's essential that you get in touch with the right people from the onset to ensure we can support you and your colleagues on not only new solutions, but any query or support you need.

The Vizion Directory is available in Cortex and has all the contacts that you need for Vizion and other companies within the group, with comprehensive telephone numbers and email addresses often with a direct route to the department or company.

- ✓ Get to the department or person you need to talk to directly
- ✓ Increased support for repairer queries
- ✓ Improve communications

MEMBER ENGAGEMENT PROGRAMME

As we continue to develop and evolve our member engagement programme we have looked at the communications we send to improve engagement.

There are, of course, some communications which are essential for **all members** that will be sent via email and post, but where possible, we want to ensure members receive communications that are relevant to their specific role or association.

To achieve this, we introduced an email preference page that allows you to select your team members against the topics they manage, customising exactly what your team receives.

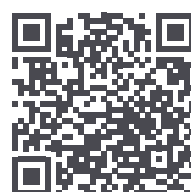
As new themes of interest emerge we may add to these preferences, we'll notify you when that happens.

There's a lot happening in the Vizionverse and now more than ever it's essential that we communicate with the entire network, regularly and consistently.

Jules Laird
Project Framework
Manager

Next Steps

View the directory now and bookmark the page for fast access should you need to contact the Vizion Team



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Next Steps

Have a look at the email associations within your bodyshop's profile, if you get the chance review your opening times



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**VIZION
APPROVED
REPAIRER**

VIZION | collective



VVS
VIZION VEHICLE
SOLUTIONS



OUR MAILING LIST

As a Vizion member you must be on our mailing list so that we can share important announcements, new functionality, system and process updates, and information related to new opportunities and solutions.

If you think you are not on the list, or would like to add a colleague, then please register your details. We will not share your details with anyone else and only send emails we feel are important to our members

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Think before you print
Small Change, Big Difference