

AN AFTER-SALES SERVICE WITH PROTECTION AGAINST BREAKAGE



2003
START OF
COLLABORATION

PSA
GROUPE

PSA Peugeot Citroën Group

Staff: 212,000 employees worldwide

Activity: Automotive manufacturing

Network involved: 4,500 dealers

Deployment: Worldwide

Application: Diagnosis tool

Target: Maintenance technicians

25,000

MOBILIS®
PRODUCTS

CONTEXT



In 2003, regulation required car dealers to provide an after-sales service for their own brand but also for any brand on the market.

With this evolution and the development of sophisticated automotive electronics, Peugeot launched an extensive portable computing equipment project for its global after-sales network and equipped its 4,500 dealers with a diagnosis tool accessible via laptops.

Need for protection and ergonomics

The **weight** of the first computers selected (IBM X30, then Lenovo X270) and the **hostile environment** in which they are used, generate an extremely high **breakage rate** and the **lifetime** of these computers is very limited (3 months).

Mechanics also complain of a **lack of ergonomics** and **convenience** in their everyday technical work.

One of the key factors of Peugeot's success is the quality of its cars, but also its after-sales service, which naturally leads Peugeot to look for **better solutions**.

A field diagnosis to provide better trouble-shooting on the vehicles

In order to provide a solution that best meets the needs of users, **MOBILIS® worked closely with the** Peugeot maintenance teams.

The **work environment** was carefully observed.

On these criteria, **recommendations** and actual **support** were proposed by MOBILIS®.

When faced with the **hostile environment** of a garage, with **the use of lubricants and solvents**, the most important aspect was **protecting the equipment**.

But the uncomfortable positions used by technicians and the restricted spaces in which they work were also criteria that must taken into account to improve ergonomics and comfort of use.

A solution suited to a restricted environment

With MOBILIS®'s professional expertise, the integration of an internal design office and the manufacturing capacity in France, it was possible to offer a **fully tailor-made solution**.

All required features have been integrated :

Safety optimisation and resistance to shocks and falls were provided with **a hardened protective case integrating 2 solutions patented by MOBILIS®**

THE PERIMETRIC BUMPER.

Double integral bumper protruding from the 4 sides of the device that absorbs side impacts and in the corners, both on the upper side and the underside of the device.

SHOCK WAVE ABSORBER

TFP 4.0* studs of variable height and density that dampen and absorb shocks and vibrations proportionally to their intensity.

Keyboard protection by thermoforming

was essential to protect against splashes, dust and the general work environment



Materials for the manufacturing of the protective case were selected for their **light weight**.

Functional and ergonomic solutions are fully tailor-made:

A **neoprene pocket** has been added on the front of the case to hold the cables for the device.



A **shoulder strap** was adapted to different portability needs, as well as a **holding tab** for a safe grip.



Attentive to the needs of our users, **we are** constantly **improving our solutions**.

For example, when faced with a high motherboard breakage rate due to the main cable being connected to the vehicle.

MOBILIS® adapted a solution with an angled USB cable that greatly reduced this failure.



A partnership which has evolved

Since 2003, MOBILIS® has worked alongside the PSA Peugeot Citroën group and continually adapted its products to new developments and new specific needs, by always keeping the user and the work environment at the core of the development of its products.

Today, the breakage rate has significantly dropped, at only 3% per year.

By improving user comfort, the after-sales services is faster and more efficient, a level of excellence that meets the requirements of Peugeot customers.

BREAKAGE RATE
3%

MOBILIS
CARE & CARRY