



"Using Validayte has allowed our teams to work together more efficiently and provides real-time project results and productivity across multiple teams "

- Michelle, Project Manager



Challenge:

The Service Quality Audit team is responsible for reviewing, documenting, and validating all service-related automotive content for quality accuracy. The project requires collaboration between supplier teams as well as management of workflows, documents, details, and media capture during the process. Prior to onboarding the Validayte application, supplier teams had no efficient way to share documentation, collaborate, follow structured workflows, or provide consistent reporting.

Files and documentation were previously shared using many different software programs and methods. The team realized they required a better way to organize the project with a software solution. Upon researching off-the-shelf software tools available in the marketplace, a viable, cost-effective solution wasn't available to meet the business needs of the project.



Solution:

The SolvIT Development and Service Quality teams worked together to configure and build a software solution with elements of SolvIT's Business Automation Platform (BAP). This solution provides a central collaboration tool, defined workflows, data, and media storage, with robust real-time reporting. Having the flexibility to modify the Validayte application with other BAP technologies allows for future project enhancements and efficiencies.

Validayte provides cross-team project collaboration as well as increased productivity by eliminating manual processes related to reporting and project updates. Our team is able to now provide a higher level of service to our clients by utilizing the Validayte application.



Result:



Custom software means the team is more efficient



One central platform allows for ease of use and accuracy



Ability to provide real time reporting and productivity