

How Carglass® transformed its Process Landscape

To further support growth of Carglass®, a global company represented in 35 countries specializing in the automotive glass and repair & replacement business, the organization wanted to improve the speed to market for products and services and enable agile process innovation. The IT and digital technology director, along with the CFO and the

organization's steering committee decided to create one internal platform to achieve its goal. It needed to have a simultaneous top-down and bottom-up structure to manage business processes, centralize the organization's knowledge and bring total transparency to the customer journey.



At a glance

Customer: Carglass®

Website: <https://www.carglass.be>

Customer size: Medium (50 - 999 employees)

Country: Belgium

Industry: Automotive

Products and services: ERP/AX, Cloud Azure, O365

Mavim, Carglass[®], and Dynamics 365 and Office 365

— Customer challenges

After they broadened their scope of services, they now wanted to optimize the Customer Journey because of tough competition within the industry. In order to do so, they needed to make it easier to make appointments and have a faster approach to planning a replacement/repair (waiting times too long nowadays), so stock optimization was also needed.

An important change of their operating model was needed including the redeployment of their ERP/AX, Cloud Azure, O365

— Partner solutions

Mavim enabled Carglass[®] to analyze and redesign their operating model in the supply chain, redesign customer journey mapping, and unify their IT environment.

— Customer benefits

For Carglass[®], Mavim is the tool that provides a unique solution to bring all the information, processes, data layers, all people responsible for certain data, together in one system, with one single point of truth.

It's the Digital Twin of their Organization.



Better and faster Carglass[®] quality implementation of their new IT system. Increased the time to market by 15-20%.



NET Promotor score went up and their internal costs went down due to intelligent supply chain management.



Customer satisfaction drastically increased, and costs significantly dropped.