



Success Story
Avis Preferred

Integrated into your processes. Electronic property management for your best customers.

Introduction - Our client:

Avis is a global vehicle rental company with more than 5,000 rental stations in 165 countries. Award-winning service and a long tradition of innovation, coupled with the highest standards of comfort, have made it one of the world's leading brands in customer satisfaction. The Avis Preferred benefits programme offers premium customers exclusive access to Priority Service with low rates and extensive loyalty programmes.

3

Airports

80

Depots

0

Waiting times

The challenge:

For the Avis Preferred programme, a new system for issuing car keys was to be introduced at several international airport locations. This should reduce waiting times for premium customers and thus create an improved customer experience.

The secure storage of all keys had to be ensured as well as the individual issue of keys to the right customer. In addition, access to the vehicle key was only to be granted after a valid driving licence had been checked.

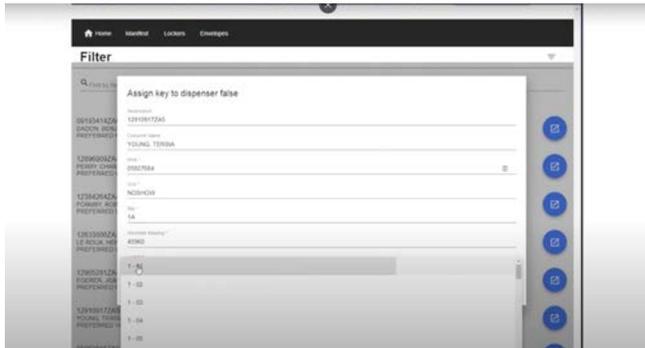
A special challenge at Avis was the connection of the new key issuing system to the existing reservation programme of the vehicle rental company. With as few changes in the process as possible, employees should be able to easily operate the new system.



Our solution:

Several electronic drawer systems of the ecos drawer type were used at Avis. The connection to the existing reservation system was achieved by a bidirectional data transfer between barcode reader and terminal via SOAP.

For employees:



Reservations are entered into the existing AVIS Ssystem as usual. What is new here is the assignment of an ecos drawer for the vehicle key.

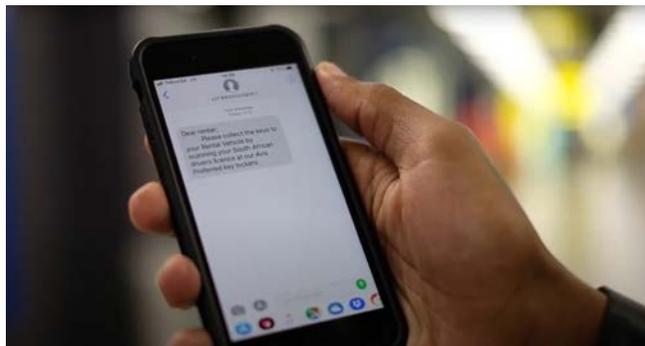


Employees pack the vehicle key in an envelope with reservation data. The automatically generated barcode on the envelope is scanned at the system...



... whereupon the compartment of the system assigned to the reservation opens automatically. The vehicle key and envelope are placed in this compartment.

For customers:



In the meantime, the customer receives an SMS confirming their booking along with instructions on how to retrieve the vehicle key.



Upon arrival, he scans his driving licence at the barcode terminal. After confirming his identity, the compartment of the facility assigned to him opens automatically...



...and he can take out his vehicle key together with the envelope. The now empty compartment is then released for the next reservation.

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The result:

The integration of the ecos systems into Avis' established reservation system was seamlessly implemented. With only minor changes in the daily process, employees can now perform their tasks even more efficiently.

In particular, the support system of the rental car company has been noticeably relieved. The integrated automated driver's licence checks and intuitive operating options ensure smooth processes for staff and end users here.

The delayed and contactless handover of vehicle keys in the ecos system has also led to a significant reduction in waiting times. In the premium area of Avis Preferred, this has resulted in considerably faster processes for their most important customers.

