

triscan•news

TRISCAN NEWS VOLUME 14 . 2023

NEW: Steering knuckles
for over 300 popular
model variants

**REBUILDING AND
REORGANIZATION**
for the benefit of
customers

TESLA: Special crane for
auto glass replacement

NEW: Pressure converters
for controlling EGR valves
and turbos wastegate



NEW INFORMATION SERVICE
What would you like to know?

Much **more** than just a spare part



OE quality

Wide covering
programmes



Who are we - and what can we do?

Through concept development, marketing, and sales, Triscan has since the beginning in 1976, developed into an international company in the automotive aftermarket. The product range includes auto parts, tools and consumables for auto glass repair and replacement. Sales are exclusively via distributors/wholesalers and car parts are shipped daily from Triscan's three distribution centers in Denmark and Germany.

- Fast delivery of the right parts
- Online ordering via TriWeb/TecCom
- High order fill
- More than 50,000 references
- 48 product groups
- Extensive quality assurance

Through its subsidiary Triscan Software Solutions, Triscan has also established itself as developer and provider of digital solutions for the automotive aftermarket.



Brabrand, DK



Glostrup, DK



Iserlohn, D

content

REBUILDING AND REORGANIZATION OF THE WAREHOUSE FOR THE BENEFIT OF CUSTOMERS • 4

In our efforts to provide the best possible service to our customers, we have continuously rebuilt and reorganized our 3 warehouses. If you are interested in warehousing and logistics and would like to know more about what we have done, the explanation comes here.



6 • NEW INFORMATION SERVICE FROM TRISCAN

With our new information service, our customers and others interested have the opportunity - in a very simple way - to have their individual information needs covered.

NEW: PRESSURE CONVERTERS FOR CONTROLLING EGR VALVES AND TURBOS WASTEGATE • 16

Once again, our sensor group has been expanded with a new member. So far, we have 90 references of pressure converters ready for delivery from our warehouses. The pressure converters are made of OE quality - and in the following you can learn more about the use and function of the pressure converters.



TRISCAN NEWS

VOLUME 14/2023

4 REBUILDING & REORGANIZATION...
...of the warehouse for the benefit of customers

6 NEW INFORMATION SERVICE
What would you like to know?

7 NEW: STEERING KNUCKLES
For over 300 popular model variants

8 TESLA SPECIAL CRANE
for auto glass replacement

10 GEAR SHIFT CABLES
Programme expansion, repair kits and loose components

11 ENGINE & TRANSMISSION...
...suspension - New product group at Triscan

12 CARDBOARD SHREDDER
Another sustainable solution has been implemented

14 ASSORTMENTS
Hot or not?

15 ELECTRIC GAS SPRINGS
Expansion in the market's widest range

16 NEW: PRESSURE CONVERTERS
For controlling EGR valves and turbos wastegate

18 CHIP REPAIR
A lucrative source of income for auto repair shops

20 MOST PARTS FOR TESLA
...in the independent Aftermarket

22 SUSTAINABILITY
...on a plate at Triscan

24 SWEDISH BMW SPECIALIST
Digitises customer and workshop management



REBUILDING AND REORGANIZATION OF THE WAREHOUSE FOR THE BENEFIT OF CUSTOMERS

In our efforts to provide the best possible service to our customers, we have continuously rebuilt and reorganized our 3 warehouses. If you are interested in warehousing and logistics and would like to know more about what we have done, the explanation comes here.

With an overall goal of creating value for our customers, our main focus has been the processes around how we create space for more goods, increase the speed of order processing and at the same time minimize picking errors. The new initiatives have taken place in an ongoing process with the involvement of our colleagues in the logistic department. Our team leaders, who have been project managers, have held weekly meetings where input from colleagues and the results achieved so far have been communicated.

Space optimisation

Measured in the increase in stock value, we have succeeded in creating approx. 20% more space in our warehouses. The great result has been achieved by investing in several areas. With smarter storage, we have been able to compress several of our product groups in terms of space. The compaction has taken place partly by changing the interior, but also by paying attention - at product number level - to collecting products instead of having

the same product lying around in several places. At our warehouse in Copenhagen (Glostrup), we have, with a focus on "dead" square meters, made room for another 5,000 article number places.

Increased speed

At the same time that we have increased the quantity of goods in our warehouses, we have also succeeded in increasing the speed of order processing. The improvement has been achieved over a long period of time and has been costly. At our main warehouse in Brabrand, part of the speed increase has been achieved by replacing trolleys with moving equipment for both package and pallet picking. In order to achieve optimal conditions for the use of moving equipment, it has been necessary to increase the width of the aisles between the shelves. Another initiative has been increased focus on the distance between picking and buffer locations. In this way, we have been able to ensure that a buffer location is always located as close to the picking location as possible - and always in the same aisle.

Minimisation of picking errors

A derivative effect of some of the above initiatives has been directly measurable in relation to the number of picking errors. Over a period of two years, it has been possible to reduce the number of picking errors to a very low level.

Possibility of smaller pallet shipment from our German warehouse

But we have also done a lot to improve the service to the part of our German customers who receive goods from our warehouse in Iserlohn, near Dortmund. They have now been given the opportunity to save money on shipping by the fact that we now have the opportunity to process smaller pallet shipments.

We do not stop here

The results we have achieved - which in the end is of great benefit to our customers - we are of course proud of. We therefore naturally continue - following the same model - to improve ourselves with input from our colleagues and customers ■



NEW INFORMATION SERVICE FROM TRISCAN

With our new information service, our customers and others interested have the opportunity - in a very simple way - to have their individual information needs covered.

So far, we offer six different services, of which most has the greatest relevance for our customers. The exception is our newsletter - TRISCAN NEWS - which is relevant to everyone in the industry - wholesalers and workshops.

Registration takes place via our website, where you simply enter your contact details once (name and e-mail address), after which you select exactly the information services to which you want to subscribe. After doing so, you just confirm your registration once and that's it. Should you wish to register or unsubscribe from the various services after some time, this can be done via registration on the website or unsubscribing from the individual sendings.

The six information services offered are:

- TRISCAN NEWS**
Our newsletter is published on a quarterly basis, and contains both news about Triscan as well as technical information that is relevant to repair shops.
- TRISCAN NEW REFERENCES**
Information about new references is published once a month and contains information on new references, as well as, information on replaced and discontinued products.
- DELIVERY DELAYS**
In case our suppliers announce delivery delays that might affect our deliveries to you, you will be notified.
- IT OR TELEPHONE ISSUES**
In cases where we are experiencing IT or telephone issues that might affect order placements or execution, you will be notified.
- OPENING HOURS**
In cases where we will be closed, due to holidays or the like, you will be informed in good time.
- OTHER CUSTOMER INFORMATION**
In case we need to send out relevant customer information - for example, changes in our trade terms, price increases etc. - you, as a customer, will be informed.



NEW: STEERING KNUCKLES FOR OVER 300 POPULAR MODEL VARIANTS

At the request of several customers, we are now also introducing a range of steering knuckles for the older part of the fleet with generation 1 wheel bearings. With 35 references so far, we start out by covering 300 popular model variants from European manufacturers.

There are several reasons that can lead to the replacement of a steering knuckles being necessary. For example, it could be corrosion, repeated replacements of the wheel bearing or a deformation in connection with a collision that leads to a replacement being required.

The introduction of the new program complements our range of wheel bearings and wheel hubs that have just been expanded. At the same time, for many of our customers, it will be an advantage that both steering knuckles, wheel hubs and wheel bearings are available from one supplier.

To avoid possible corrosion during storage, the steering knuckles are packed in plastic bags with oil paper.

The overview below shows which model series are covered under our range of steering knuckles ■

MAKE	MODEL SERIES
AUDI	A1, A2, A3, A4, A5, A6, Q3, Q5
CITROËN	C2, C3, C4 Cactus, C-Elysee, DS3, Jumper, Relay
FIAT	Ducato 11, 15, 18
PEUGEOT	1007, 2008, 206, 207, 208, 301, Boxer
RENAULT	Kangoo, Megane, Scénic
SEAT	Alhambra, Altea, Cordoba, Exeo, Ibiza, Leon, Toledo
SKODA	Fabia, Octavia, Rapid, Roomster, Superb, Yeti
VW	Bora, Caddy, Eos, Golf, New Beetle, Polo, Tiguan



Photo - on top:
Left - Triscan ref. 850029719
Right - Triscan ref. 850015708

Triscan ref. 850029709 - for e.g. Audi A4, Audi A5 and Audi Q5



TESLA: SPECIAL CRANE FOR AUTO GLASS REPLACEMENT

Windshields, rear windows and glass roofs on Tesla models belong in the heavyweight class - replacement and assembly are therefore not straightforward. New occupational health and safety legal requirements for heavy lifting, which have gradually been introduced in many countries, do not make the challenge any less. But now there's good news.

Following a request from Tesla and Würth in Norway, our colleagues at Wibotec A/S have developed a crane that seamlessly solves the task. The new crane, which complements Wibotec's range of cranes, can handle glazing up to 80 kg - where ordinary cranes are typically approved for 30 kg. It can thus be used for handling both windshields, rear windows and glass roofs.

The crane is equipped with two motors. One engine simultaneously lifts the column and arm, while the other - which is mounted on the arm - is used to control a lifting straps motion. The lifting strap solution has been introduced to enable the crane to function even if the space for window handling is tight ■

DO YOU WANT TO KNOW MORE ABOUT THE SPECIAL CRANE?

Please contact
Emil Grøndal
Key Account Manager
egr@triscan.dk
+45 3062 4058





PROGRAMME EXPANSION: GEAR SHIFT CABLES, BUT NOW ALSO REPAIR KITS AND OTHER RELEVANT LOOSE COMPONENTS

In addition to a comprehensive expansion of our programme in shift cables, we have now also added a number of repair kits and complementary products that relate to the shift mechanism, which augments and enhances the shift cable programme.

The expansion includes 127 references so far. The repair kits are used in cases where a defective cable end can be replaced with a new one - and you can thus avoid the complete replacement of a gearshift cable. Especially with various models from VAG this is possible. The complementary products include, for example, bushings, parts or entire systems for the gear change function. They are used in cases where slack in the system makes safe and precise gear shifting difficult.

For further information on references and prices - see TriWeb, TecDoc or TecCom ■



NEW PRODUCT GROUP AT TRISCAN: ENGINE AND TRANSMISSION SUSPENSION

We have introduced a range of engine and transmission suspensions, which so far have more than 280 references - and more are on the way.

All our mounts, which in some cases are also part of the suspension, are manufactured in original quality. In our Triweb, the mounts can be found in both the Engine and Steering and suspension groups. They are also to be found in TecDoc, TecCom and TecCMD.

For further information on references and prices - see TriWeb, TecDoc or TecCom ■

DID YOU KNOW...?

That Triscan's programme of engine and transmission suspension covers a wide range.

That we can deliver to brands such as Audi, Ford, Mazda, Seat, Skoda, Volvo and VW.

850510200 Engine suspension



850529135 Engine suspension



850529119 Engine suspension



ANOTHER SUSTAINABLE SOLUTION HAS BEEN IMPLEMENTED

Sustainable solutions have been on the agenda for many companies for a long time, and Triscan is no exception. Several projects that speak into the green transition have already seen the light of day - and thus also the latest in waste recycling.

At Triscan's main warehouse, large amounts of surplus cardboard are generated daily. In the past, cardboard was disposed in the traditional way as recycled cardboard, but that is no longer the case. With the investment in a cardboard shredder, surplus cardboard is now converted into package filling, which can be recycled several times. In this way, both savings are created and at the same time the CO2 footprint at Triscan is reduced.

"Over time, we have implemented several initiatives that have a sustainable focus and aim to reduce our CO2 footprint. It is especially in energy consumption and waste management that our opportunities lie. It's about being at the forefront - and the new cardboard shredder is the latest example of an

initiative that speaks to that agenda - and I know that more initiatives are on the way", says Søren Kaare Nielsen, Warehouse Manager at Triscan a/s.

In Denmark, the official goal in 2025 is for the amount of packaging that is recycled to grow from 55 to 65 percent. At the same time, a report shows that Danish companies with simple adjustments to the packaging can save a total of DKK 11.8 billion and 600,000 tons of CO2.

"The cardboard shredder has come into its own. The vast majority of the packaging we receive from suppliers, we can now reuse to create our own stuffing for shipments. In this way, we avoid buying stuffing and throwing the packaging in our container for recycled cardboard. The recycled material is at

a high sustainable level, which is a great benefit for us", says Søren Kaare Nielsen and continues:

"In the car spare parts industry, which we are a part of, I feel that there is a special responsibility to work with sustainability to the extent possible. I am therefore very excited about the cardboard shredder, because it is a good example on how we - and many other companies like us - can relatively easily recycle cardboard in a sustainable way" ■

SEE HOW THE MACHINE WORKS

You can watch a video here:
vimeo.com/691338217



ARE ASSORTMENTS HOT OR NOT?

In a time where everybody in the supply chain have get used to just-in-time delivery - and everybody have a strong focus on warehouse optimization - the once very popular assortments are facing difficult times. It is therefore very relevant to ask oneself whether it makes sense at all to introduce assortments anymore?

For the above reason, we at Triscan are always careful to throw ourselves into the development of new assortments. However, a spare parts wholesaler and Triscan customer in France convinced us that there is a market for a gas spring assortment targeted at popular car models, where the replacement is easy and therefore often carried out as a do-it-yourself project by the car owner. Barely six months later, we find that the customer was right.

The range that has been developed consists of two parts. A display with 10 sets of gas springs – that is, 20 gas springs in total – and a table display, which in the French version is aimed at the car owner. The reason why the gas springs are presented as sets is, of course, because they need to be replaced in pairs. Instructions of how to replace at gas spring is for the ease of use for the car owner printed on the packaging.

Since its introduction in France, we have also developed market-adapted programs of top 10 gas springs for other of our customers. If you also think that there could be a demand for a similar set up in

your market - you are welcome to contact your Triscan contact - or write an email to auto@triscan.dk - for a dialogue about whether it could be relevant



EXPANSION IN THE MARKET'S WIDEST RANGE OF ELECTRIC GAS SPRINGS

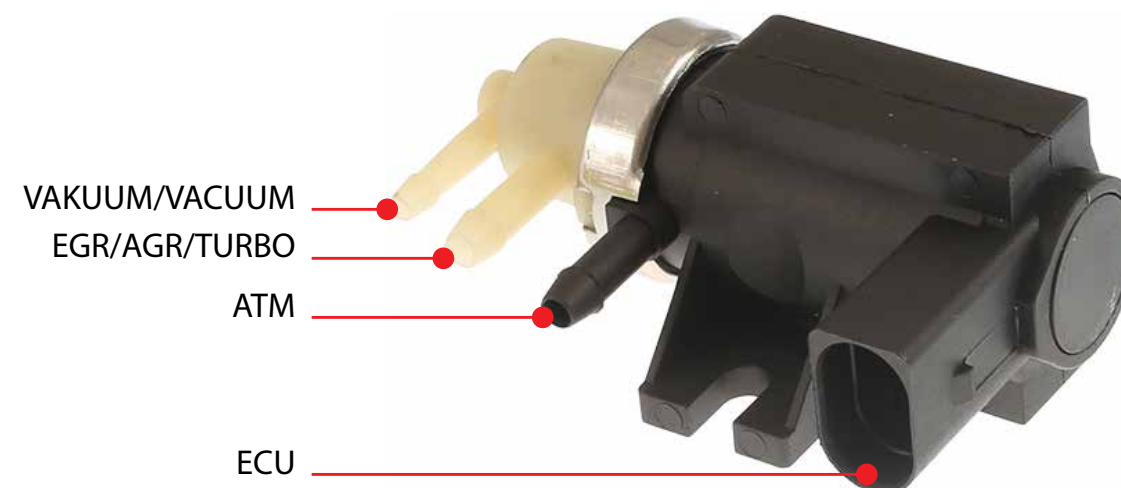
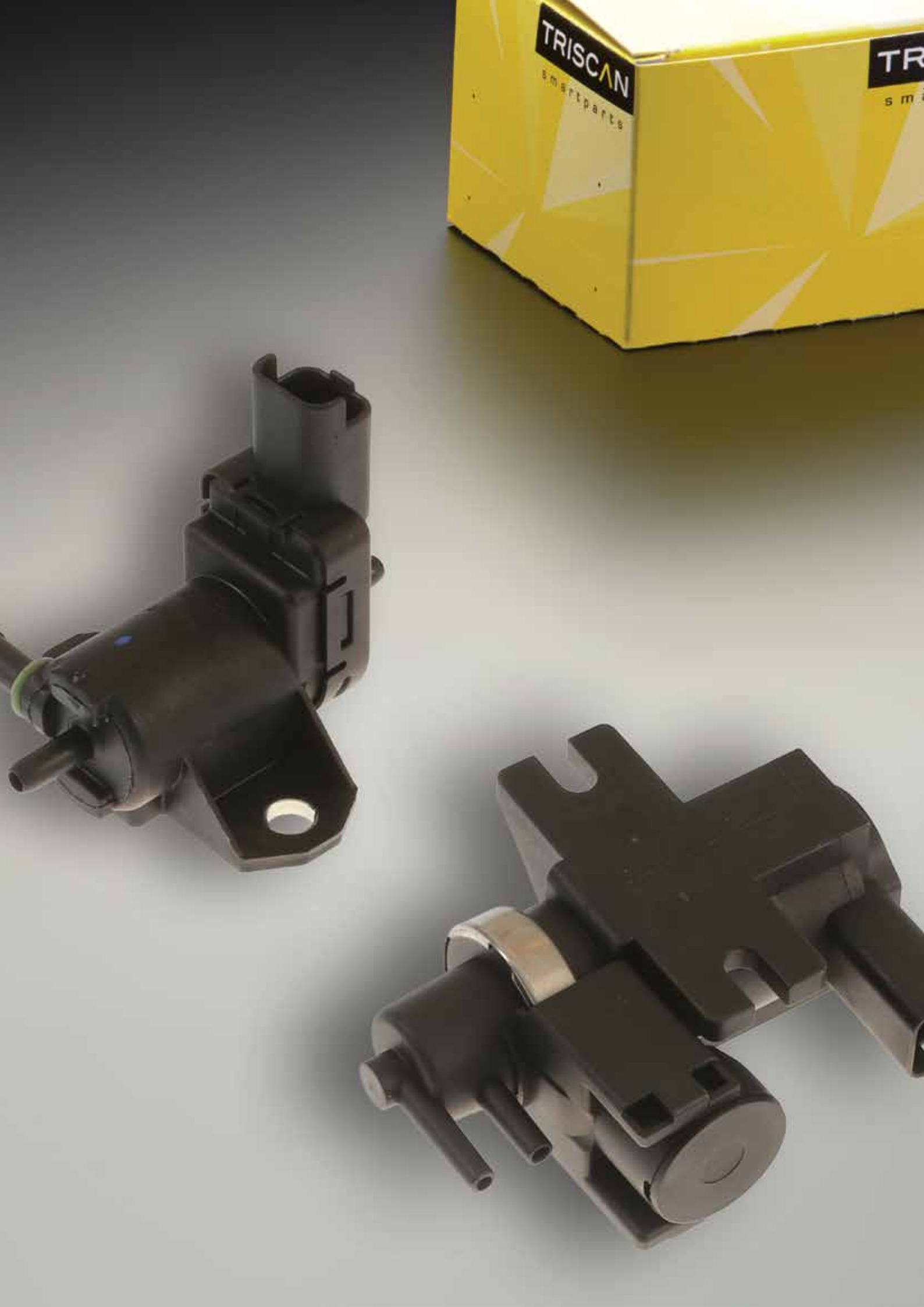
An ever-increasing number of car models are supplied either as standard or as an option with automatically opening tailgate. After our introduction of electric gas springs back in 2019, we have expanded the program several times. Now we have more than doubled the number of references, and with 73 references we have the market's largest programme ready for delivery.

The overview below shows which model series are currently covered under our range of electric gas springs.

The technique of an electric gas spring
Although the term gas spring is colloquially used - and the electric version of appearance is also often reminiscent of a gas spring, the technique is quite different. The cylinder of the gas spring is not filled with gas, but rather an ordinary mechanical spring and a spindle, which is driven by an electric motor.

In-house test facilities
Our in-house test facilities have been expanded with a durability tester, where we can run cyclic tests over several days with different loads. In addition to this option, we also have our tensile and pressure tester and our salt mist chamber for corrosion testing

MAKE	MODEL SERIES
AUDI	Q3, Q5
BMW	3, 5, X1, X2, X3, X4, X5, X6
FORD	Grand C-Max, Mondeo Estate/Wagon
HONDA	CR-V
HYUNDAI	iX35, Tucson
LAND ROVER	Discovery Sport, Range Rover
MERCEDES-BENZ	GL, GLA, GLE, GLS, ML
PORSCHE	Cayenne, Macan, Panamera
SEAT	Alhambra, Tarraco
SKODA	Octavia, Superb
TOYOTA	RAV 4
VOLVO	V90, XC40, XC60, XC90
VW	Passat, Sharan, Tiguan, Touareg



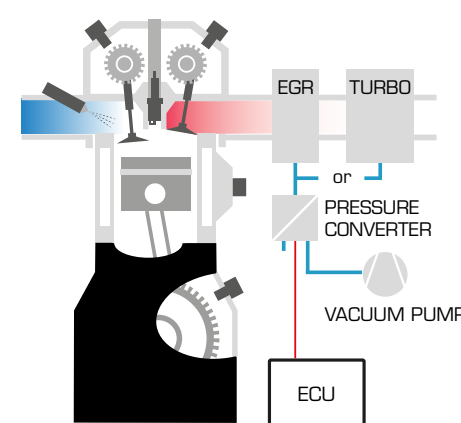
NEW: PRESSURE CONVERTERS FOR CONTROLLING EGR VALVES AND TURBOS WASTEGATE

Once again, our sensor group has been expanded with a new member. So far, we have 90 references of pressure converters ready for delivery from our warehouses. The pressure converters are made of OE quality - and in the following you can learn more about the use and function of the pressure converters.

T Pressure converters are used - depending on the engine type - at several different locations for pneumatic control of mechanical parts - including the EGR valve and the turbocharger wastegate valve. Based on information from other engine/exhaust

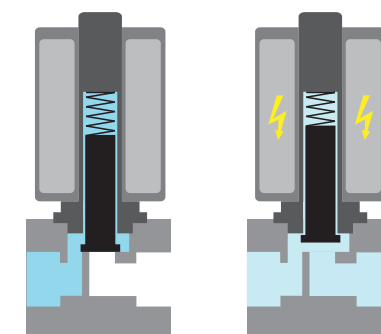
system sensors, the position of the valves is controlled via the pressure converters by the vehicle's engine control (ECU). The pressure converter forms a control pressure by mixing atmospheric air with vacuum from the vehicle vacuum pump. The steering pressure depends on the

type of pressure converter - stroke or variable controlled. The required steering pressure - and thus the mixing ratio - is set by the vehicle's engine control (ECU) and is regulated by means of an electrically controlled piston in the pressure converter ■



PRESSURE CONVERTERS COME IN DIFFERENT TYPES, WHICH DIFFER, FOR EXAMPLE, IN THAT THEY ARE:

- With or without temperature compensation
- Variable or stroke controlled
- With or without filter at the connection for atmospheric air



Control pressure
Vacuum
Voltage



CHIP REPAIR: A LUCRATIVE SOURCE OF INCOME FOR AUTO REPAIR SHOPS

Imagine that you as a car owner have booked time at your workshop for service, wheel changes or the like. You drop off your car - and shortly after you get a call from the workshop. We noticed a chip in your windscreen - would you like us to repair it, now your car is here anyway.

Car owners who previously have had a chip repair done may ask themselves several questions. The price-conscious car owner: Do I have to pay for the workshop to drive the car to an auto glass specialist? Is the repair more expensive to have done in my workshop? And the answer to both questions is: No! The quality-conscious car owner: Are they going to repair it themselves - and do they really know how? If they, do it themselves, is it as good as with the specialist? And the answer in both cases is: Yes! But most people will say yes without reflection - because they see a great value in not having to make an additional appointment and set aside extra time in their calendar to go see an auto glass repair specialist.

And that's precisely why auto repair shops offering chip repair can kill two birds with one stone. They offer a valuable service to car owners - and they create for themselves a lucrative source of income. But doesn't



Our new stone chip repair kit K4200G is an affordable solution for those workshops that want to offer stone chip repairs as part of their service. Stone chip repairs in just 5 minutes - at the workshop or at your place - simple and quick operation

Autoglass - repair and removal

The market's fastest, best and most user-friendly solutions



COBRAXPRO

it require a large investment and plenty of time to get started, surely a workshop will ask? The answer is: No! Although there are several chip repair systems on the market, no one else performs as well on the four most important parameters:

- Speed
- Simplicity
- Repair quality
- Mobility

Anyone can, after a short introduction, do the work

Our system is so simple to work with that EVERYONE - after a short introduction - can do the work. No special prerequisites are required. It is therefore obvious for auto repair shops to offer this service to their

customers. After a short introduction and training, you are up and running.

Stone chip repair in just 5 minutes

With our 3-in-1 process, a stone impact repair can be done in just 5 minutes. After general preparation and purification of the stone chip, the following process steps are carried out with our own developed and patented repair bridge:

- Heating to 60° C and cooling to 20° C in 3 min.
- Filling and pressure/vacuum process in 60 sec.
- Hardening (LED UV curing 30 sec. and with 95-98% invisibility after hardening)

See the brochure on our website under the product group "Windscreen chip repair"

Nicer repairs with longer service life

Our specially developed resin differs in several ways. The special viscosity of the resin ensures that it flows into even the smallest cracks, which has an impact on how effectively the cracks of the stone chip are joined - and thereby the quality and service life of the repair. Further, the resin differs in that it does not yellow over time. From this, a nicer repair is obtained. But also our pit filler differs in several areas. Like the resin, it does not yellow over time and, in addition, it is characterized by a very high wear resistance. This ensures both a long service life and a nicer repair.

In the workshop or at the customer

Most stone chip repair processes include the use of vacuum technology, which often makes mobile application a challenge. With our proprietary and patented pressure/vacuum technology, repairs can be carried out at the customer as well as in the workshop. A stone chip repair requires NO access to power or the like.

CobraXpro/Triscan - a lucrative source of income for auto parts wholesalers

For all auto parts wholesalers - both those who have a range of stone chip repair tools and those who haven't started yet - there is good reason to take a closer look at our new programme.

The product range is also offered in private label. In addition to the mandatory training and training of the wholesaler's staff, we also offer marketing material so that you as a wholesaler get off to a good and fast start, for example:

- Programbrochure
- Demonstration video with own employees
- Website set up with customer support function
- Stone chip covering sticker with phone number





MOST PARTS FOR TESLA IN THE INDEPENDENT AFTERMARKET

Already in 2017, our product department started building knowledge about the Tesla Model S and searching the market for possible manufacturers with whom we could initiate development projects. Since then, many have been added - and in the independent aftermarket, Triscan is actually the supplier that has the most parts for Tesla's various models.

At the time being, the product range consists of a total of 115 references in the areas of braking system, body, transmission, and undercarriage. The parts apply - according to the various criteria applied to Model 3, S, X, Y and Roadster - to almost 3,000 applications.

☑ **854081204**
C.V. joint - fits Tesla 3

☑ **854081205**
C.V. joint - fits Tesla 3

☑ **854081206**
C.V. joint - fits Tesla 3

☑ **854081508**
C.V. joint - fits Tesla 3

☑ **854081509**
C.V. joint - fits Tesla 3

☑ **87508101**
Coil spring (front) - fits Tesla 3

☑ **87508102**
Coil spring (rear) - fits Tesla 3

The market for EV cars, which includes several types of technologies, is steadily increasing.

MHEV - Mild Hybrid Vehicle

HEV - Hybrid Vehicle

EREV - Extended Range Electric Vehicle

PHEV - Plug-In Hybrid Electric Vehicle

BEV - Battery Powered Electric Vehicle

FCEV - Fuel Cell Electric Vehicle

In line with the proliferation of EV's, the demand for spare parts increases accordingly. For this reason, it is important for both spare parts wholesalers and auto repair shops to stay informed about knowledge and availability. 2018 was not only the starting point for Triscan to introduce spare parts for Tesla, but also the start of our EV programme. Today, it includes more than 4,500 references in OE quality - you can find more information about the programme in our Triscan EV spare parts brochure ■



On top: 854081509 Drive shaft

87508102 Coil spring (rear)

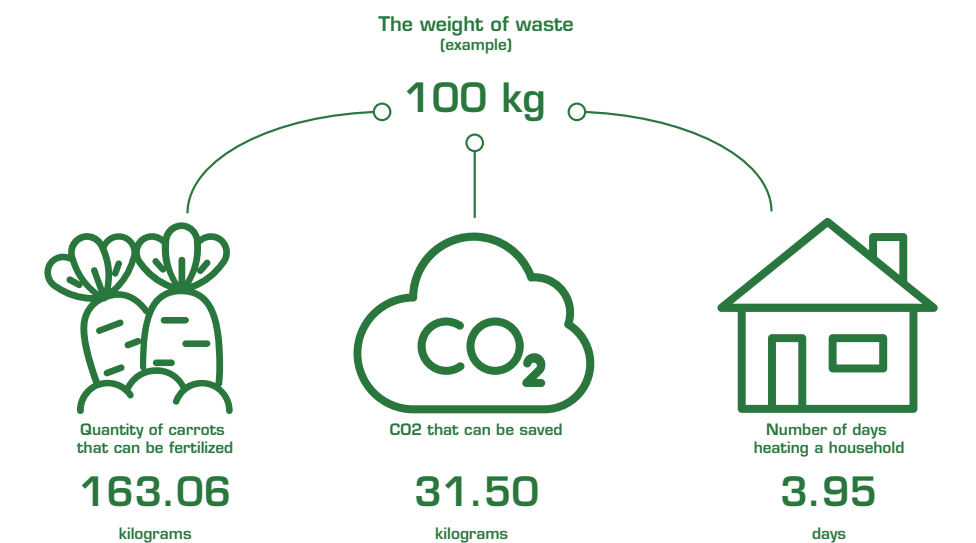


SUSTAINABILITY ON A PLATE AT TRISCAN

Previously, we have talked about some of the areas in which we at Triscan work with sustainability. Most often, it is the most conspicuous areas that become the subject of a project. What initiatives and investments can we make to save on heat, electricity and material consumption. But this time we have plunged ourselves into food consumption - or rather what is left over.

Organic waste is valuable. It can be converted to CO2-neutral biogas and the residual waste is used for fertilizer. At Triscan in Brabrand, employees are offered a lunch arrangement. A catering company delivers a lunch buffet every day, which is displayed in the canteen. The employees are responsible for tidying up the porcelain, cutlery and glass that they have used. Previously, the individual employee's food waste and food waste from the buffet were generally not sorted but disposed of as ordinary waste.

After we at Triscan have joined the Daka ReFood deal, the waste is sorted. Food waste is disposed in a separate container, which thereafter is emptied into a special waste container, that is put at our disposal and collected by Daka ReFood. But can it really pay off? The



The model above shows how much 100 kg of food waste can contribute in relation to fertilizer, savings in CO2 and heating

- Has a negative CO2 footprint because more energy is produced than consumed
- Ensures that food waste does not go to combustion, but is instead recycled
- Collection takes place in a way that ensures loaded trucks and the least possible driving
- Has a nudging effect, which means that companies affiliated to the deal reduce their food waste by an average of 16%

short answer is YES! The ReFood deal: Daka ReFood is a Danish company that operates exclusively in Denmark. The available information about their service is therefore unfortunately only available in Danish at refood.dk ■



SWEDISH BMW SPECIALIST DIGITISES CUSTOMER AND WORKSHOP MANAGEMENT

It is not without reason that Bil- & Elservice Ludvika AB call themselves BMW specialists. From its formation in 1963 until recently, the company has been an authorised BMW workshop in the Swedish city of Ludvika, located 220 km north-west from Stockholm. Customer and workshop management has been run in the traditional analogue way until the turn of the year 2021/2022, when the transition to a digital solution with TriSys was initiated. Read more about the company's experiences in this article.

Although Bil- & Elservice Ludvika AB as BMW specialists have been digitized in many areas, a large part of the company's workflows in relation to workshop and customer management until the beginning of 2021 have been carried out in the traditional way. Many pens and a lot of paper have been used in connection with updating the customer archive, work cards, filling out service forms, invoicing, etc. TriSys has not had to replace an existing system but is the company's first digital

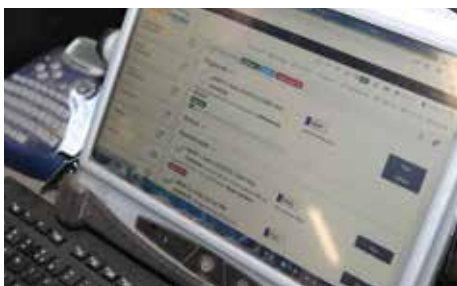
workshop and customer management system. It is therefore only a limited part of the TriSys system that has been put into use for a start - and along the way the two holders want to take advantage of other of TriSys's possibilities - in this regard later.

Today, customer and vehicle management, creation of quotes and job cards, ordering of goods and invoicing are handled in Trisys. But also the management of employees' working hours, which is required by law

and therefore must be documented and be able to be presented at inspections by the authorities, is handled today in TriSys. Since TriSys is a cloud-based system, there are no great demands on the hardware used, which can be both a PC, tablet or smartphone, but just an internet connection and an updated internet browser. At Bil- & Elservice Ludvika AB, the operation of TriSys goes partly via PC in the customer reception as well as the office and via two tablets in the workshop. Another important detail is the backup



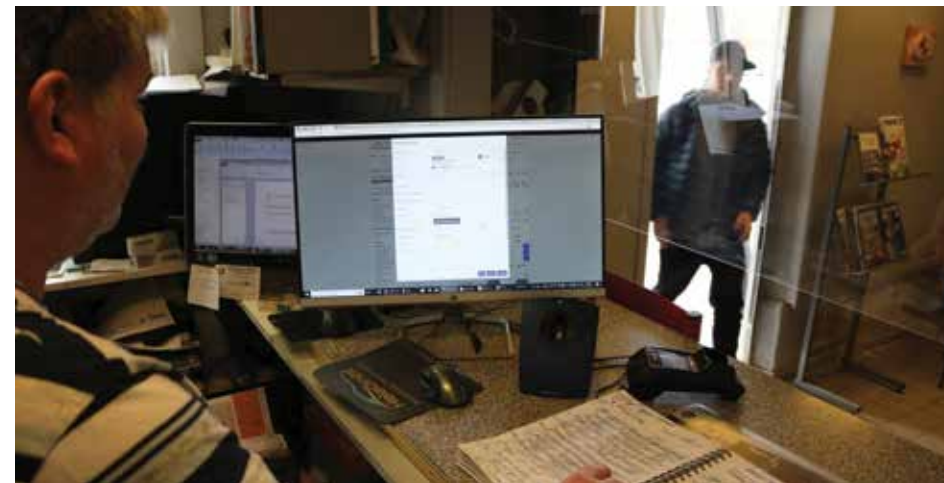
Customer and vehicle creation is done easily by lookups on the telephone number and the vehicle registration number



One of the two tablets used by the mechanics in the workshop



An example of a Swedish workshop that also uses the calendar function



Quotes are prepared in no time while the customer waits

of system data, which in TriSys is made completely automatically.

"We have already achieved great savings in relation to the time we spend on customer creation", says Roger and continues: "The majority of the master data we create on the customer is obtained by a lookup on the customer's phone number. It is only information such as e-mail address, payment terms and a few other information that we enter ourselves. We also get information about the customer's vehicle automatically by simply entering the registration number and then linking the vehicle to the customer". In this way, Kenneth Bååth, working in the customer reception, has been able to quickly create all active customers from the old customer directory and customers' vehicles. At the same time, creating new customers has become much easier. The same applies to quotation, creation of work cards and ordering of spare parts. But also, in relation to the current GDPR legislation, Bil- & Elservice Ludvika AB has gained an advantage by using TriSys, where you can easily account for which data has been registered and delete it if a customer wants it.

"When a new potential customer comes by - or calls to get a quote - we can now prepare an offer much faster than before. After entering the customer's phone number and the registration number of the car, we are ready to make the offer. Now we simply choose what type of service the customer wants - for example, 100,000 km of service and any additional services - then the system creates the offer with an indication of the time spent, which parts are included in the execution of the task. We can even see the specification and quantity of the oil(s), brake fluid, etc. to be used and select them from our own warehouse in the case of, for example, engine oil, which we have on the shelf. The prices of the spare parts are also automatically added to the offer

when we have clicked on the catalogue from the supplier from which we want to get the parts".

In the case of Bil- & Elservice Ludvika AB, it is possible to choose between Triscan's and Bilxtra's catalogue. In addition, the company's internal stock of BMW spare parts, oils and other consumables is put into TriSys's inventory management. It is also possible to use barcode scanners in TriSys - and one such has been purchased and is expected to be implemented soon, so that the input work is further reduced.

If the offer is accepted, it is converted with a click into a job card - and ordering the necessary parts is also done with a click. Now all that remains is to make an appointment with the customer.

"We are excited about the digital service scheme in TriSys, which gives both the customer and ourselves the assurance that all points have been done. It looks professional and the ability to register service and repairs in the Digital Service Book, which follows the car by changing owners, is also a great opportunity we have with TriSys."

As mentioned earlier, far from all the system's possibilities have been exploited at Bil- & Elservice Ludvika AB. The scheduling calendar, which provides a unique overview of the workshop occupancy, ongoing and planned tasks, spare parts ordering, billing status and much more, is not yet reversed. The same is true of the possibility of integration into an economic system. By choosing an accountant with knowledge of one of the many ERP systems that TriSys can be integrated into, far greater savings on accountant bills are achieved than the cost of the chosen cloud-based financial system. In this context, it is important to mention that integration does not require any kind of knowledge of the chosen financial system - because the registration of income/expenses, accounting, input/output VAT, etc. all takes place automatically in the

background. The auditor's work assignment is thus reduced to only occasionally logging on to the financial system, carrying out random checks and final reconciliation of monthly/annual accounts, VAT accounting and tax accounting.

The rental module has also not been put into use yet but is an obvious option for all workshops with rental cars, trailers, roof boxes and the like. Rental contracts with all the necessary customer information are completed in just a few clicks, double bookings can be avoided, and you can easily get an overview of the rental business.

"TriSys has already proven to be an administrative gain. We're just getting started, but we're going to expand our use to more of the many options that we haven't put into use now" ■



ABOUT BIL- & ELSERVICE LUDVIKA AB

Torsten Norman and Leif Eriksson established the company in 1963. In 1976 the company moved to its current address and in 1987 Mikael Wiklund took over the company, which in 2008 was taken over by the current owners, Roger Karlson and Anders Fältman. Roger Karlson, who is himself a trained mechanic, has been with the company since 1991 and Anders Fältman, who is also a mechanic, joined in 2000. The workshop has four lifts and a total of five employees - four mechanics and one employee in the customer reception/enrolment.

To the right Roger Karlson, Bil- & Elservice Ludvika AB and left Andreas Lundgren, HDBsystem AB

Since 2021, the workshop is no longer an authorized BMW workshop, but a so-called fort level freestanding BMW workshop. The requirements for investment in equipment for servicing and repairing EV vehicles, as well as the necessary training, were not profitable compared to the fact that only three BMW EV models are currently registered in Ludvika.

As a fort level workshop, Bil- & Elservice Ludvika AB still has access to original parts via authorised BMW workshops. The same applies to online access to BMW's workshop systems - including diagnostics and tools. The workshop, on the other hand, can no longer carry out warranty repairs and handle work in connection with callback campaigns - which the workshop really sees as an advantage.

TRISCAN ENSURES FAST DELIVERY OF THE RIGHT PARTS

When buying spare parts from Triscan, you do not only receive a product of high and uniform quality, but also a complete item with all the necessary parts in user-friendly packaging with mounting tips, reference numbers, list of application etc.



TRISCAN'S WIDE PRODUCT PROGRAMME

All Triscan's products are manufactured in OE quality. Our product programme covers more than 97% of the European car parc. If you choose a product group from Triscan, you can do with just one supplier.

ENGINE

- Accelerator cables
- Air flow meters
- Camshaft position sensors
- Choke cables
- Crankshaft position sensors
- Diesel
- EGR valves
- Engine gaskets
 - Cylinder head gaskets
 - Gasket kits
 - Gasket kits w/o cyl. head gasket
 - Oil-pan gaskets
 - Valve cover gaskets
- Engine parts
 - Lifters
 - Top bolts
- Exhaust
 - Connectors
 - Exhaust gas temperature sensors
 - Flexible connectors
- Fuel hoses
- Ignition coils
- Ignition wire sets
- MAP sensors
- Micro-V belts, kits
 - Alternator pulleys
 - Belt tensioner units
 - Idlers
 - Micro-V belts
 - Pulleys
 - Stretch fit V-belts
 - V-belts
 - Vibration dampers
- Oil plugs & gaskets
- Oxygen sensors
- Pressure converters
- Speedometer cables
- Timing belt kits
 - Belt tensioners
 - Idlers
 - Micro-V belts
 - Oil seals
 - Timing belts
 - Vibration dampers
- Timing belts, Water pump kits
- Timing chain kits
- Throttle bodies
- Vacuum hoses
- Waterpumps + Timing belt kits

TRANSMISSION

- Anti-friction spray
- Bolt kits, flywheels
- Boot kits
- Clutches/clutch kits
 - Clutch cylinders
 - Clutch release bearings
 - Guide bearings
 - Guide bushings, clutch bearings
 - Hydraulic release bearings
 - Oil seals
- Clutch cables
- Clutches, various
- C.V. joints
- Drive shafts
- Gear shift cables
- Tripod joints
- Tools
- U-joint
- Universal clamps

BODY

- Autoglass removal
- Bonnet cables
- Gas springs/electric gas springs
- Parking sensors
- Universal wiper refills
- Wind screen chip repair

COOLING SYSTEM

- ALU-flex duct hoses
- EGR coolers
- EGR pipes
- Flushing tools - cooling system
- Heater hoses
- Radiator caps
- Radiator hoses
- Thermostats
- Waterpumps
- Water temperature sensors

STEERING & SUSPENSION

- Air suspension
- Boots
- Bushings
- Coil springs
- Leaf springs
- Power steering pumps
- Rack and pinions
- Shock absorbers
 - Mounting kits
 - Protection kits
- Stabilizer rods
- Standard bearings
- Steering columns
- Steering dampers
- Steering parts
- Strut bearing kits
- Strut bearings
- U-bolts
- Wheel bearing kits
- Wheel hubs

BRAKE SYSTEM

- Accessory kits
- ABS-rings
- ABS sensors
- Bleed screws
- Brake cables
- Brake calipers
 - Guide tube kits, brake calipers
- Pistons
- Rep. kits
- Brake discs
- Splash shield
- Brake drums
- Brake hoses
 - Banjo bolts
 - Clips for brake hoses
- Brake pads
- Brake pipes
 - Idlers
- Brake shoes
- Pressure regulators
- Wear indicators
- Wheel cylinders

MISCELLANEOUS

- Ear clamps
- Flashers
- Hose clamps
- Standard bearings
- Trailer cables



Triscan a/s
Engmarken 11, DK-8220 Brabrand
Tel.: +45 87 43 33 00
E-mail: auto@triscan.dk
www.triscan.com

