



## FEU VERT

With more than 350 auto centres throughout France, the Feu Vert Group is one of the European leaders in car maintenance and sale of accessories. Constantly seeking to innovate and in an ongoing effort to simplify the daily life of its technicians and offer the best services to its customers, the Group has decided to change the way it operates.



LDLC.pro is THE high-tech specialist, working side-by-side with businesses for

over 20 years! With a team of 100 experts, a website featuring over 50,000 products, a complete range of customised services and a presence right across France (Lyon, Paris and Nantes), LDLC.pro supports professionals in with all their projects and plans.

<https://www.groupe-feuvert.info/>

<https://www.ldlc-pro.com/>



RETAIL



**“WE NEEDED A TURNKEY SOLUTION THAT WOULD BE RAPIDLY UP AND RUNNING”**

**700**  
TREKKER-M1-CORE  
DEPLOYED

**150**  
FEU VERT CENTRES  
EQUIPPED WITH  
CROSSCALL  
PRODUCTS

**6200**  
EMPLOYEES

**As Information System Services and Support Manager, what was your mission in the call for tender with Crosscall?**

I am in charge of monitoring and maintaining anything related to the workstation. In that role, I was in charge of referencing, consulting and the call for tender of Crosscall products.

**What was the initial project?**

The context was the vehicle diagnostic checks offered by Feu Vert centres. The goal was to speed up the information dissemination and improve the follow-up for our customers and employees. We wanted the customer to be informed faster about possible safety defects of their vehicle to help them to make the right decisions and ultimately benefit from an optimal service. We therefore needed to switch from a printed diagnostic report to a connected tool like the smartphone.

**You opted for the smartphone. Why?**

That's right. The technicians in our workshops now work with a smartphone. One of the few technical constraints we had was that we needed the phone to work on WiFi to display a web page. We had planned to use tablets but having used them in the past, we were looking for a more compact solution for our employees.



**TREKKER-M1 CORE**

“Our employees are all very happy to use the Crosscall solution. It’s very fluid.”



**ACTION-X3**



**X-DOCK**

## Tell us about your “diagnostic” solution

All components of a car have been entered into an internal “app” to facilitate the technicians’ diagnostic. They just need to tick the box referring to the car’s spare part in their on-line form. This diagnostic is then sent almost instantly to our sales team, who contact the customer in order to offer a turnkey solution.

## THE CROSSCALL SOLUTION

### And why a robust telephone?

The vehicle diagnostic is done within the workshop. It involves looking the car over, stating what part has reached its end of life, a safety element or spare part to be changed. So they are being used in a very demanding environment: falls, dust, presence of liquids, etc. We needed a product that could withstand these conditions and was very user-friendly. We found what we needed with Crosscall and **TREKKER-M1-CORE**.

### And why Crosscall?

When we were sourcing phones, we looked at everything available on the French market. We tested various products and the **TREKKER-M1 CORE** definitely stood out.

### You have also deployed some **ACTION-X3s**. What was that project?

That’s right. We also work with Crosscall products on the **CARIZY** project. The mission is to simplify the sale of secondhand vehicles for individuals, supervise the sale and the transaction. The customer can leave their vehicle with an authorised Feu Vert centre which will run a complete diagnostic check on the car and take charge of the transaction. The report is backed up by around forty photos. We therefore needed a robust phone with a good camera and plenty of memory. We opted for the **ACTION-X3**.

### What convinced you to choose Crosscall smartphones?

The fact that it is a French brand. But also the responsiveness and professionalism throughout the project. We were provided with test versions that worked and have evolved over time. At each step, your team has provided us with support and found lasting solutions.

### What has been the user feedback for these solutions?

They are all very happy with it. It’s very fluid. One of the main reasons it works so well is that we created a new module in our app. It’s light, and there are no interface or data transfer issues. All the technicians need to do is input the defective parts. We had no issues getting this project accepted by our teams. **LDLC PRO** played a major role throughout the project: from referencing the solution to rolling it out and offering a full maintenance service.

### Do you or your department have any big projects in the pipeline?

To finish deploying **TREKKER-M1 CORE** in our workshops! Nearly 700 phones will be deployed in all. **LDLC PRO** has played a major role throughout the project: from referencing the solution to rolling it out.

### Would you recommend this solution?

Yes, of course.

Testimonial by: Jonathan Lisimaque,  
Information System Services and Support Manager - Feu Vert