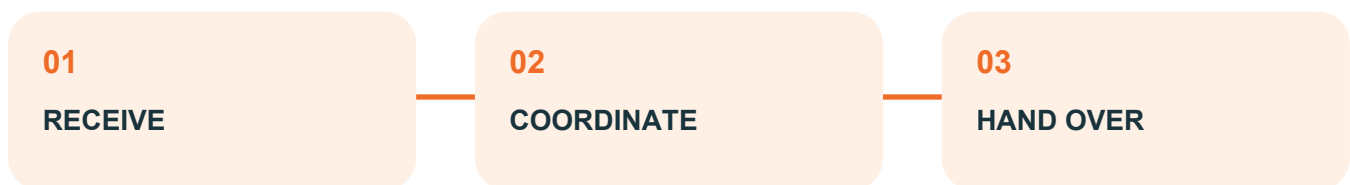


Your customer supported. The repair connected.

From dealer intake to a connected repair process

iBoss Orange gives your dealer group its own entry point for damage intake and coordination with the repairer. Vehicle data, photos, capacity insight and handover come together in one process.



Client • Driver • Dealer • Repairer
Together in one integrated platform

Your customer stays your customer. The network helps.

PLANNING / CLAIMS / QUALITY / COLLABORATION

A complete intake in clear steps

Capture information while the car and customer are with you. Give the repairer a useful starting point.

1

Identify the vehicle

Enter the registration number and retrieve available vehicle data. Check the details and complete missing information.

2

Record customer and damage

Select or create a customer. Record damage, insurance policy details and the information required for the assignment.

3

Add photos and documents

Take intake photos on the iPad or select files from the library. Add vehicle registration documents and insurance information, for example.

4

Choose repairer and period

Compare available repair capacity at connected businesses. Select the preferred branch and coordinate the schedule.

A better handover starts with information you only record once.

Know where there is room before you choose

During intake, the dealer can see how available repair hours are distributed across branches.

Compare the requested period

View capacity at connected bodyshops for the period in which you want the vehicle repaired.

Choose a branch with confidence

Consider availability when choosing. Work schedules and leave help provide a more realistic picture of free capacity.

Track arrival and handover

See planned vehicles and those due back to customers. Actual arrival and handover records remain distinct from planned dates.

Stay recognisable to customers

Use your organisation's name and visual identity. The dealer portal follows the group's configuration.

Turn a scheduling question into insight during intake.

Availability supports the choice. A shared expectation or capacity view is not, by itself, a confirmed repair commitment.

Dealer, driver and repairer connected

If your organisation operates its own transport service, the logistical handover can form part of the same platform.

Vehicle ready for collection

Register the vehicle's arrival at the dealer. This gives the relevant transport and repair teams a clear starting point for the next action.

Confirmed transport planning

The planner schedules the trip and assigns tasks. Once confirmed, the repairer knows when to expect the vehicle.

Ready for the return journey

After the repairer marks the vehicle ready, return transport can be planned. The dealer gains visibility of the expected return.

Focused messages

Use case-linked tasks and notifications to support handover. Every participant sees the information appropriate to their role.

Handover is a process step, not just a phone call.

Transport is available when enabled and configured for the relevant network.

Your promise to the customer stays visible

The dealer is an important point of contact. The platform supports collaboration behind that contact, with appropriate access to cases and progress.

One case context

Intake details and shared photos stay linked to the right assignment. Questions about the vehicle are easier to put in context.

Repair quality in the network

The repairer can record competencies, checklists and applicable quality checks. Share relevant outcomes according to the agreed roles.

A clear workload

See scheduled vehicles, ongoing handovers and cars returning to customers. Keep outstanding actions with the case.

Start together

Configure connected dealers, staff and bodyshops. Begin with a familiar intake and test the entire journey through to return.

A clear customer experience, backed by a connected process.

iBoss Orange supports standards monitoring and audit preparation. It does not replace BOVAG certification or an independent audit; assessment includes automated and manual checks.

MAKE IT WORK FOR YOUR ORGANISATION

Discover your dealer journey in iBoss Orange

See how an employee records an intake, chooses a suitable repairer and follows the handover, all in your dealer group's visual identity.

From reception to case

Vehicle, customer, damage, photos and documents in a guided intake.

From planning to return

Compare capacity, register arrival and arrange collection and return where applicable.

From demonstration to pilot

Test the journey with one dealer and one or more connected bodyshops.

Experience it for yourself

Request a personal demonstration

info@iboss.nl

Product overview, September 2026. Features are configured for each organisation. Supplier permissions, available source data and joint acceptance determine which integrations and portals are put into operational use.

Standards information: BOVAG - Quality standards for the repair sector