

Case Study

Modernizing Automotive Contractor Management with a Digital Platform



About Client

Client : A leading Indian automobile dealership offering vehicle sales, servicing, maintenance, and customer support

Industry : Automotive & Mobility

Products/Services : Digital contractor management platform with web and mobile applications, real-time dashboards, payout tracking, and material acknowledgement

Geography : India

Customers : Automobile dealerships, service centers, body shops, workshop contractors

Business Requirement

The client's contractor-managed body shops generated significant operational and financial data, including billing, payouts, and material consumption. However, this information was scattered across multiple Excel files and disparate databases, with no single, reliable source of truth.

As a result, contractors had limited access to real-time information and depended on the client's office to manually compile and share reports. This created delays, inconsistencies, and unnecessary back-and-forth for routine queries such as payout status and material requests.

The client needed to:

- **Eliminate scattered, manual data tracking** — Consolidate contractor financial and operational data from multiple Excel files and databases into a unified platform.
- **Enable real-time visibility** — Replace static and delayed reporting with live dashboards that contractors could access directly.
- **Reduce dependency on the client's office** — Provide contractors with self-service access to income, payout, and performance information.
- **Digitize material transfer acknowledgement** — Enable contractors to view and acknowledge material transfers through a mobile-first workflow.

CCS Solution

CCS designed and developed a digital platform comprising two tightly integrated components: a **web application** and a **mobile application**.

The web application served as the administrative backend, allowing client users to configure contractor access, manage master data, and control the information displayed through the mobile application. The mobile application provided contractors with a secure, self-service view of their business performance and payouts.

Web Application

- Contractor access control
- Mobile application configuration
- Master data management
- Control over information and features available to individual contractors

CCS Solution (contd.)

Mobile Application

- **Simple, Secure Access** — OTP-based login using the contractor's registered mobile number, with personalized access to linked branches and month/year-based filtering.
- **Home Screen & Navigation** — Month-on-month income analysis comparing the current period with the previous three months, with quick access to Performance, Payout, Material Acknowledgement, and other key features.
- **Performance Dashboards** — Comprehensive dashboards covering billed amount and job-card trends, current-year versus previous-year growth, pending job-card ageing, six-month income and workload analysis, and day-wise income views.
- **Payout Visibility** — Detailed breakdown of Total Billed Amount, Payout Amount, Excess Consumption Amount, Own Manpower Deduction, and Final Payout Amount, with vehicle-wise billing and consumption drill-downs.
- **Material Acknowledgement** — Digital workflow for viewing and acknowledging pending material requests raised through the Consumables Software, including request details and acknowledgement history.
- **Real-Time System Integration** — Billing information is retrieved through APIs from the Service Tracking (ST) database, while material and consumption information is sourced from the Consumables Software.

The platform was designed to integrate with the client's existing systems rather than duplicate them, allowing contractors to access a single point of visibility without disrupting established back-office processes.

Business Benefits

- **Real-Time Visibility** — Contractors can access live financial and operational information instead of relying on static Excel files and delayed reports.
- **Reduced Dependency on the Client's Office** — Contractors can independently access income, payout, and material information from their mobile devices.
- **Centralized and Consistent Data** — Information previously distributed across multiple files and databases is now consolidated and presented consistently.
- **Greater Payout Transparency** — Detailed payout breakdowns, vehicle-level billing, and consumption information provide greater clarity into how final payouts are calculated.
- **Faster Decision-Making** — Month-on-month and year-on-year comparisons, job-card ageing, and daily income/load analysis help contractors identify trends and issues earlier.
- **Controlled, Configurable Access** — Client users can manage contractor access and master data, ensuring appropriate information is available to each contractor.
- **No Disruption to Existing Systems** — API-based integration with the existing Service Tracking database and Consumables Software adds new capabilities without requiring changes to established back-office processes.
- **Mobile-First Contractor Experience** — Secure OTP login and intuitive dashboards allow contractors to monitor their business directly from their phones.



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