

A First For Vehicle Finance

A Complete Digital Omni-Channel Self-Service Customer Solution



A New Challenge

Quick and Convenient Access to Financing Packages

Finance volumes have doubled over the last five years. The sector has benefitted from unique dealer-based products which have helped affordability. At the same time, past perceptions of dealer finance have changed as consumer understanding of the wider flexibility, convenience, and affordability of dealer finance has improved.

MotoNovo Finance (MotoNovo) is a fast-growing, values-led, multi-award winning financial services business that has forged a proud reputation as an innovator. Supporting thousands of customers every week, MotoNovo has offered a wide range of products and services designed to help consumers purchase their next car, van, or motorbike, for over 40 years. Aiming to maintain its high standard of service while remaining competitive in an increasingly digital-first market, the organisation began to look at how technology could help provide their customers with quick and convenient access to its financing packages.

Consumers Expect Digital

Traditionally, in the vehicle finance sector, consumers are required to telephone service teams to set up and manage their accounts, which is time consuming for the consumer and inefficient, as well as costly, for the vehicle finance company. Today, consumers are used to digital solutions, based on their experience in other sectors, and they expect digital access to all their financial services via an intuitive and secure interface.

MotoNovo has been a leader in championing this trend in the vehicle finance industry, and wanted to revamp its customer experience with a complete digital omni-channel self-service customer solution.

The Perfect Partnership

When looking for a technology partner that could help deliver on these business aims, MotoNovo considered everything from technical expertise and track record to future-thinking, support, and cultural fit. Following these criteria, it soon became clear that Intelligent Environments and Equiniti Pancredit were the obvious choice.

Looking to ensure its future in the market, MotoNovo worked with Intelligent Environments and Equiniti Pancredit to launch a fully secure self-service portal, through which customers could log into their accounts and carry out tasks that previously required them to contact the call centre. Using a web browser or app, customers can now log into their MotoNovo account and carry out tasks including making changes to address details, viewing settlement figures, making payment transactions, and managing Direct Debit mandates.

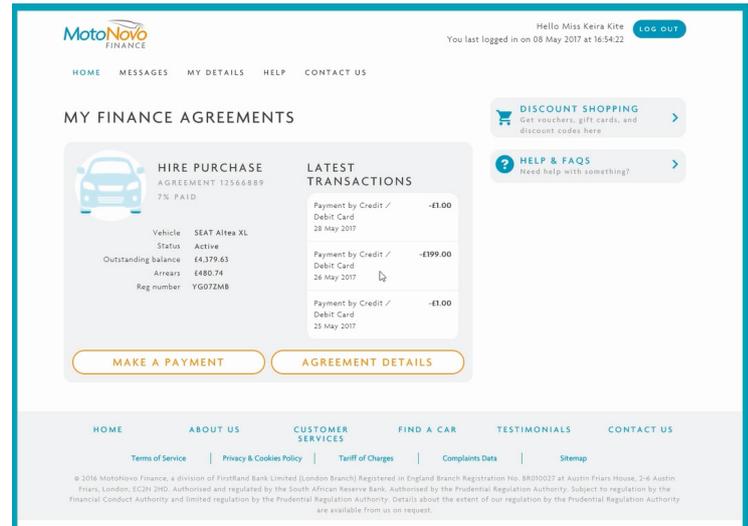
By integrating Intelligent Environments' Digital Engagement Platform, Interact®, into Core Pancredit, customers benefit from an enhanced customer journey. The integration links allow for real-time updates, pulling agreement details up instantly, and allowing customers to post immediate payments, all with an intuitive customer interface. One of the key drivers behind the investment was the need to enhance the customer experience by providing greater access, convenience, and control, as well as to enhance productivity. MotoNovo was also keen to ensure their investment was future-proofed. MotoNovo is delighted that these objectives have been met.

“A Big Driver in this change has been technology, increasingly consumers are able to access and control their own finance journey. **MotoNovo has been a leader in championing this trend and the technology to support it.**”

MotoNovo Finance COO, Chris Rowthorn

'The success of the project speaks volumes of both the vision and expertise of this partnership'.

Jerry Mulle,
Intelligent Environments



Clear Impact

Launched in early 2017, the benefits have already become clear, with customers now having the flexibility to manage and access their information any time, from any device. Digitising payments also lessens the likelihood of missed payments, thereby saving the customer money. From a corporate perspective, it also allows MotoNovo to make more effective use of call centre staff and, in turn, reduce costs.

The solution is the first step in MotoNovo's digital transformation programme on customer engagement, offering self-service to both new and existing customers. It allows MotoNovo to engage more effectively with their customers, who in turn reap the benefits of a real-time vehicle finance servicing portal. It represents the first fully secure, feature rich, digital self-service portal from a non-captive vehicle organisation.

The Icing on the Cake

Enjoying recognition across the industry, the project has already claimed the prize for 'Best Use of Technology' at the Car Finance Awards 2017.



"Whenever we choose a business partner we are looking for a combination of technical expertise, track record, future-thinking, support, process rigour, and cultural fit, and yes, price is part of the whole value equation!"

MotoNovo Finance COO, Chris Rowthorn

About Intelligent Environments

Intelligent Environments is an international provider of innovative financial services technology. Our mission is to enable our clients to deliver a simple, secure, and effortless digital customer experience.

We do this through Interact, our digital financial services platform, which enables secure customer acquisition, on-boarding, engagement, transactions and servicing across any digital channel and device. We provide a more viable option to internally developed technology, enabling our clients with a fast route to market whilst providing the expertise to manage the complexity of multiple channels, devices and operating systems. Interact is a continuously evolving digital customer engagement platform that ensures our clients keep pace with the fast moving digital landscape.

We are immensely proud of our achievements, in relation to our innovation, our thought leadership, our industrywide recognition, our demonstrable product differentiation, the diversity of our client base, and the calibre of our partners.

For more information visit www.intelligentenvironments.com

About Equiniti Pancredit

Equiniti Pancredit develops market leading loan life-cycle applications for the financial services industry.

Our specialist software products and services bring agility and efficiency to the operations of lenders and their intermediaries. The solution provides lenders with a feature-rich loan platform that has been developed in partnership with banks and lenders and enables them to offer their customers a range of products via a secure web-based interface.

The modular approach allows lenders to connect to third party agencies to validate the application to minimise risk and comply with industry regulations, as well as integrate with their internal systems to create one end to end solution. It champions responsible lending, raises the efficiency of the lender's organisation, while cutting costs and enhances the end user experience by providing an end to end digital customer journey.

For further information please visit www.equinitipancredit.com