

Volvo Financial Services Speeds Customer Quoting & Approval Process by 60% with Capriza

VOLVO

Industry
Financial Services**Benefits**

Accelerated customer quotes; faster approvals; workplace mobility



FOR VOLVO FINANCIAL SERVICES, providing customers with the right financing options in a timely manner for their trucks, buses, and equipment can make or break the sale. When a potential customer throughout 44 countries needs financing, they want to know as soon as possible how much can be borrowed and how fast the credit can be approved, which is why they reach out to multiple suppliers at once to provide bids. Speed-to-quote and the right financing rates give them a competitive advantage.

The crucial advantage for Volvo Financial Services is to be able to respond to the

"It's about removing complexity in our systems and processes to help the business deliver better value to our customers."

customer with **an accurate, approved calculation** and turn it around very quickly. "Speed is paramount these days," says Adrian Samareanu, CIO, Volvo Financial Services.

Volvo Financial Services' internal process includes quick calculations and simulations on quotes, a pricing approval

process, a credit application process and a final approval process. These fine-tuned processes are managed out of systems that are more than a decade old - built before mobility was a thought, let alone a requirement.

Volvo Financial Services needed to simplify the complex applications used for the calculations and approvals and speed up the overall customer booking process - from quote origination to credit approval to contract management - while enabling its sales team and managers to keep the process going while on the road.

The Capriza Solution

Capriza and Volvo Financial Services were able to deliver quick, consolidated approvals that leveraged Volvo's existing systems. The companies worked together to create a micro app for quick calculations, as well as one for price authorizations that allows the commercial team to instantly approve them via smartphone, even when they're on the road. By focusing on expediting approvals while increasing mobility, Volvo removed the complexity of their existing systems and saw a **60% increase in the speed at which the sales reps deliver financing quotes to their customers.**

Expediting Approvals Improves:



Sales and Revenue



Inventory and Supply Chain



Manager Experience



Employee Experience



Vendor Relationships



"Speed is paramount these days. It's about removing complexity in our systems and processes to help the business deliver better value to our customers."

Adrian Samareanu, Chief Digital and Information Officer, Volvo Financial Services

About Capriza

Capriza is the first platform to elegantly extract and beautifully simplify approvals from your company's core applications. We make cumbersome approvals of all types fast and easy, helping to speed decision-making by up to 70%, while dramatically improving the quality of those decisions.

Capriza helps enterprises such as Autodesk, PepsiCo, Harman International and many others reduce costs, remove bottlenecks, save time, improve compliance and increase employee satisfaction.

Contact Us

We'd love to hear from you. Please reach out to us for more information and a demo.

 +1 650 600 3661

 info@capriza.com

 www.capriza.com