

## Case Study

**Avis Budget Group - Turkey:** Avis Budget Group is a leading global provider of mobility solutions, operating three of the most recognized brands in the industry through Avis, Budget and Zipcar. They have more than 11,000 locations in approximately 180 countries.

# Modernizing the car rental experience with tablet solutions.



**AVIS**®

**Budget**®

### SITUATION

Avis Budget car rental locations throughout Turkey were using a stationary computer and paper to manage all rental contracts and customer transactions. The use of paper documentation was keeping customers waiting in long lines while contract details were hand written. In addition, the fixed computer stations forced customers to queue up and wait for their turn at the rental counter.

During busy times, lines grew due to the amount of time required for each transaction. This slow process caused customer dissatisfaction and frustration among associates since they could not quickly and efficiently service customers.

The need for a more efficient, faster, modern, and electronic-based rental contract process was evident and long overdue.



## Case Study



“The InVue tablet solution completely modernized our car rental experience. It’s easy to use, decreased transaction time and eliminated the operational inefficiencies we previously encountered with paperwork.”

— *First Name, Last Name, Title at Avis-Budget*

### INVUE SOLUTION

InVue and Salus Security (an InVue Partner) collaborated with Avis Budget to develop a solution that would transform all rental contract processing into a more efficient, electronic process. Avis Budget selected the CT100 and CT150 tablet solutions. Now, all rental contracts are completed electronically and traditional paperwork has been eliminated.

The InVue tablet solutions were chosen for their ease of installation, rotation feature, ease of use and quality reputation. The integrated

charging also ensures that devices are always ready to use. During busy times, rental contracts are processed faster and electronically.

Additionally, the InVue tablet solution solved long wait times and quickly moves customers through the queue by allowing associates to ‘line bust’. With tablet mobility, associates can decrease transaction time and perform a complete sales in a matter of minutes.

### RESULTS

The InVue CT100 and CT150 solution provided a major reduction in transaction times, decreased wait

time for customers and eliminated the operational efficiencies related to hand written paperwork. It also proved to be easy to use for associates to electronically complete rental contracts.

The CT100 and CT150 solution was deployed to XX stores across Turkey. After this successful rollout, more units are planned for deployment to modernize the car rental experience across all locations.

