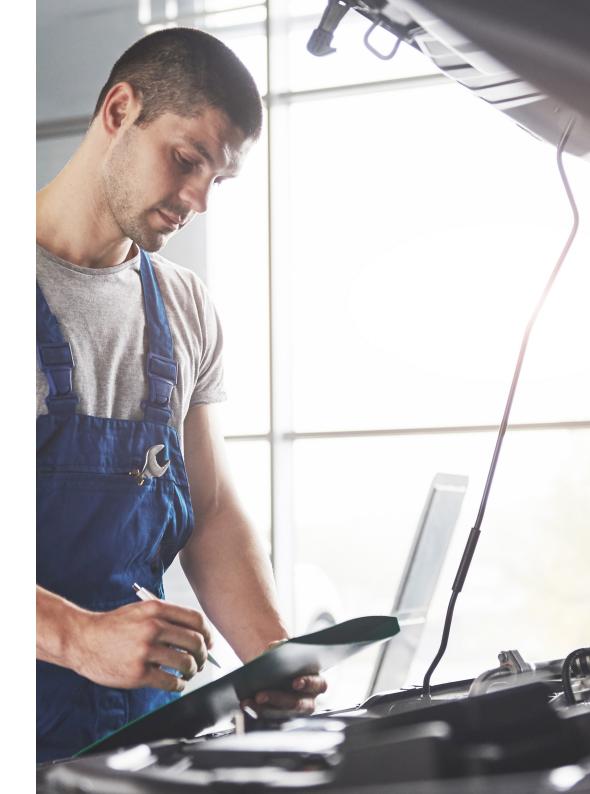# MSX
ENDORSE
Remote Certification Platform

AI-Powered Certification: Anytime, Anywhere.

The rate of technological advancements throughout the automotive industry has led to a significant need to upskill, assess, and certify technicians, service advisors, and other personnel.

MSX Endorse, our remote certification platform, is designed to address the growing challenges that Original Equipment Manufacturers (OEMs) and their retail networks face with certification processes, especially in a landscape where electric vehicles (EVs), alternative fuels, and advanced driver assistance systems (ADAS) are becoming the norm.

Challenges faced by OEMs and Dealerships

- **High cost and operational disruption:** Traditional certification processes often require personnel to be physically assessed, incurring high travel costs, travel time and daily disruptions.

- **Compliance and quality standards:** Certification is not only a legal requirement but also a key component of OEM warranty processes. The lack of certified personnel directly impacts warranty claims and service quality, leading to increased liabilities.

- **High failure rates:** Many OEMs report high failure rates among technicians, particularly as the time frame between training and certification can be several weeks. This often requires repeat assessments, raising costs significantly.

- **Dealer network penalties:** Certification levels are also often tied to dealership incentives and labor rates. A low certification rate can impact a dealership's ability to claim higher warranty labor rates and meet compliance standards.

- **Consumer Impact:** A lack of certfication could force customers to seek services beyond their local dealer, affecting overall brand satisfaction.

Empowering personnel through remote certification technology

The MSX Endorse offers a comprehensive remote assessment solution that allows OEMs to efficiently certify technicians and other personnel from anywhere. Key features include:

Remote assessments:

Conduct assessments with participants at their dealership using live video feeds, eliminating the need for travel.

Cloud-based platform:

All sessions are recorded and stored securely in the cloud, providing easy access to documentation and video evidence for reporting and compliance.

Integrated scheduling and notifications:

The platform seamlessly syncs with Outlook, allowing OEMs to manage assessor schedules, send notifications to participants, and provide reminders to reduce no-shows.

Live forms and digital signatures:

Documentation is shared live during the assessment, enabling assessors and participants to review and sign forms digitally.

Mobile-friendly design:

Participants can join the session using a mobile device, making it easier to capture video evidence during required tasks.

AI-enhanced feedback:

The platform uses AI to provide real-time feedback based on video evidence, allowing participants to practice before their official assessment. This leads to greater learner engagement, significantly reducing the failure rate and increasing overall certification standards.

Streamlining certification and compliance

By integrating this platform, organizations can achieve a range of significant operational improvements, including:

Standardized certification processes

The use of video evidence and AI ensures that standards are met consistently, eliminating regional variations.

Faster certification and compliance

Technicians can be certified on the spot, reducing wait times and improving overall productivity.

Cost and time efficiency

The platform minimizes the need for travel, reducing operational costs for both OEMs and dealerships.

Scalability and flexibility

Whether in remote regions or large metro areas, the platform accommodates all geographic and logistical challenges.s.

Expanding beyond certification

The versatile platform extends its capabilities beyond certification. Notably, it can:

› Facilitate employee onboarding: The platform can fast-track onboarding activities by quickly assessing processes in real-time, helping new employees gain crucial insights and skills more quickly.

› Provide data analytics: Managers can monitor their teams' progress, identifying areas for improvement in practice. OEMs can leverage this data to assess training needs, understanding what employees are practicing correctly or incorrectly and tracking overall process compliance.

› Coaching and training: Recorded sessions can be used to provide ongoing feedback and development plans.

› Process implementation: By loading a process into the platform, participants can receive AI-generated feedback on their compliance.

› Audit rectifications: OEMs can verify rectified issues during audits.

› Field force visits: The tool assists in remote inspections and technical support visits, reducing the need for travel.

With MSX Endorse, OEMs and dealerships can achieve faster compliance, enhance service quality and customer satisfaction, reduce certification costs, and minimize operational disruptions.

MSX Endorse: Our Remote Certification Platform

Transform your certification process today!

Get in touch with us

msxi.com/remote-certification