

Profitable Used-Car Purchasing and Complaint-Free Sales

30,000+ purchases p.a. | 70,000+ assessments p.a. | 6-month pilot

€3.9M

SAVINGS IN THE PILOT

-54%

COMPLAINT COSTS

1,641

RISK VEHICLES
IDENTIFIED

97.3%

HIT RATE BEFORE
PURCHASE

3 min

PER VEHICLE, ON SITE

An international dealer group with over 30,000 used cars purchased and more than 70,000 vehicle assessments per year was losing over **€7.2 million** annually to repair and complaint costs. A six-month pilot with Carly Enterprise turned the picture around.

THE CHALLENGE

x

High costs from bad buys

Hidden defects went undetected in visual inspections, leading to returns and high, unexpected repair costs.

x

No transparency at purchase

Without technical diagnostics, vehicles were bought at inflated prices – at the expense of margin.

x

Unfounded complaints

Customers claimed pre-existing damage. Without digital proof, the dealer had to grant costly goodwill.

SOLUTION: DIGITAL ASSESSMENT

01 Risk detection in 3 minutes

Defects, manipulation, and failure risks are identified before purchase with a hit rate of up to 97.3% – odometer and VIN checks plus OEM-level DTC diagnostics.

02 Digital condition documentation

An audit-proof PDF test report per vehicle – integrated into the customer system in real time (via API and as PDF).

03 Full condition transparency

Early OEM-level fault-code analysis replaces unspecific warning systems and explains the risks clearly to every user.

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*In the short term, data-based decisions allowed us to save **up to 12%** of annual purchasing costs – expensive bad buys with hidden defects were avoided. In the medium term, digital condition reports increased our sales closings by **18–20%** because full transparency gives customers significantly more confidence.*

GLOBAL HEAD OF VEHICLE OPERATIONS | MEMBER OF THE EXECUTIVE LEADERSHIP TEAM

€7.2M IN LOSSES TURNED INTO MEASURABLE GAINS

1,641 risk vehicles identified and excluded in six months – **€3.9 million** in documented savings, complaint costs **down 54%**.