

BCA – powering the used car sector in 2021

BCA understands that now more than ever, to be successful, retail operations have to be flexible and be able to respond quickly to shifting consumer demand

BCA is energising the end-to-end wholesale supply chain to offer greater flexibility and help dealers sell more vehicles. A focus on accelerating the time to retail and supporting dealers throughout the entire process makes BCA the leader in its field.

BCA is at the heart of the UK motor industry, with a complete range of vehicle buying and selling services, sophisticated digital remarketing platforms, logistics, storage and vehicle refurbishment.

BCA continues to enhance and improve its suite of digital products to make it even easier for customers to do business with us. A number of enhancements have been made to the BCA website aimed at developing functionality for the digital buyer audience. The new Vehicle Details page is more intuitive and user friendly, with a simpler, more informative layout, more detailed digital images and improved functionality across both desktop and mobile devices.

BCA's online Recommendation Engine for buyers utilises an enhanced CRM (customer relationship management) capability and support from BCA's in-house Decision Intelligence Team.

Post-sale processes have also been improved through the development of the MyBCA dashboard, giving buyers the ability to self-serve. The launch of Click and Collect services meant buyers could safely book and collect vehicles from all BCA locations meeting the needs of their retail customers.

BCA continues to enhance the Buyer app, making it even easier for our professional buyer customers to acquire stock safely, efficiently and profitably. The BCA Buyer app is the most widely used transactional mobile app serving the wholesale used vehicle sector, delivering a



range of benefits for buyers and generating significant additional demand for sellers.

BCA Buyer app

The BCA Buyer app is a highly successful addition to BCA's suite of remarketing tools creating an incredibly easy digital platform to support buyers.

The app generates insight that helps BCA meet the needs of its buyer customers, creating additional buying power by ensuring that buyers never miss the vehicles that they are interested in and helping buyers bid on any vehicle being sold, whatever their location.

BCA regularly updates the app to meet the changing needs of customers who are increasingly operating digitally.

Recent enhancements include the digital Sale Day catalogue, proxy bidding capability and access to MyBCA via the Buyer app, new functionality that makes it easier for buyers to do business with BCA.



BCA IS AT THE HEART OF THE UK MOTOR INDUSTRY, WITH A COMPLETE RANGE OF VEHICLE BUYING AND SELLING SERVICES, SOPHISTICATED DIGITAL REMARKETING PLATFORMS, LOGISTICS, STORAGE AND VEHICLE REFURBISHMENT

BCA Valuations

BCA Valuations predicts the final hammer price on vehicles sold at BCA and uses fully automated machine-learning algorithms to calculate fair and unbiased valuations, based on more 200 distinct data points across five million real transactions. It is the most accurate automated way to predict final sale prices at BCA auctions.

The pricing model is updated daily using the latest auction results for BCA customers using the BCA Dealer Pro system and underpins a range of pricing services BCA provides for the used vehicle sector. Uniquely, BCA Valuations also provides future auction values, allowing dealers to make informed decisions on retail customers' part-exchange vehicles today that might not come back into their network for sale for several weeks.

BCA Dealer Pro

With so many part-exchange appraisals being carried out remotely, it is now – more than ever – critical to make sure dealer processes are fit for

purpose to avoid any nasty surprises on the vehicle handover day.

BCA Dealer Pro is an easy to use vehicle appraisal app that allows for the part-exchange process to be managed quickly and efficiently, whether in the showroom or out. Using a simple guided process to appraise and then accurately value part-exchange vehicles, Dealer Pro helps to ensure that dealer sales teams capture all the information needed to enable remote deals to be done with confidence.

BCA DealerPro also links seamlessly with ConsumerPro, which provides PX valuations direct to online customers, linking together the customers online and offline journeys. This service is now used by a number of major dealer groups and manufacturers.

BCA Partner Finance supports dealers as demand increases

With many dealers changing their business models in recent months and introducing new processes, sourcing vehicles, getting them prepared and onto the forecourt as quickly as possible is essential to meet the increasing demands from retail customers.

During lockdown, dealers managed inventory levels according to their retail sales activity, with those that were able to offer a full on-line consumer solution maintaining their stock at pre-lockdown levels.

Dealers are now building stock levels in line with increased consumer demand and BCA Partner Finance is there to help.

BCA Partner Finance has seen a noticeable increase in requests for increased stock funding facilities from both new and existing dealers as they look to respond to increased retail sales and implement business expansion plans.

Traditional stock funding is being utilised to a much larger extent with demand enhanced further as some dealers look to repay business support loans taken during lockdown.

BCA opens major new development in Bristol

The new BCA Bristol remarketing centre is now open for business, having staged its first online sale on May 29, 2021, and is offering thousands of vehicles at every price point via BCA Online and the BCA Buyer app.

BCA Bristol creates a new standard within the industry, utilising the latest



digital technology to deliver a range of multi-channel remarketing, logistics and technical automotive services to meet the needs of BCA's customers.

In a key strategic location with easy access to J18 of the M5, BCA Bristol is a fully on-line remarketing centre, with the capacity to handle more than 120,000 vehicles per annum.

BCA Bristol operates 24/7, delivering a full range of BCA's suite of services – defleet and logistics, cosmetic and mechanical preparation, vehicle remarketing, imaging and retail-ready preparation.

The new centre, with the capacity to store 10,000-plus vehicles on the ground at any one time, forms a strategic part of the group's growth plans and delivers on BCA's stated intent of driving further efficiencies for customers across the used vehicle supply chain.

cinch transforms the way consumers buy used cars

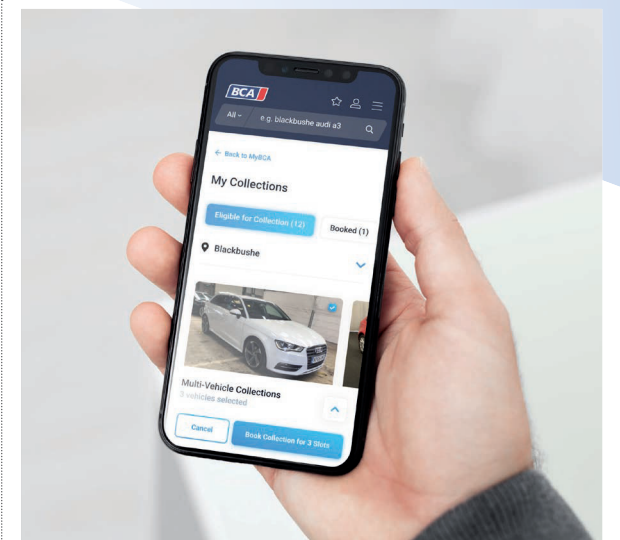
cinch, is the UK's fastest growing online used car marketplace. It is transforming the way consumers buy used cars by enabling them to carry out the entire process online across thousands of vehicles. From first click to purchase in minutes, with delivery to the consumer's door from the tip of Scotland to Land's End seven days a week and within two-hour booking slots.

cinch also offers 'cinchCare', a subscription that offers peace of mind

to cinch car buyers for less than £35 a month. Covering routine servicing, all warranted parts and labour costs, as well as premium roadside cover.

cinch reached annual sales of more than 45,000 vehicles less than eight months after launch, growing at 45% month-on-month demonstrating how much consumers love its value proposition.

Uniquely, cinch not only sells cars it owns but also provides a fully integrated digital marketplace to its trusted partners such as dealers, car manufacturers or leasing companies to reach new consumers and sell their cars directly to them online.



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