



Turn After-Sales into **profit & loyalty**

The screenshot displays the Prolong web interface for a repair request. The header shows the client's name, [R25-A001] Cécile Hançieux, and the location, Fusalp Lyon. The main navigation bar includes steps: Diagnosis, Validation, Transit, Analyse, Payment, Repair, Expedition, and Pick up. The 'Diagnosis' step is active, showing a 'Proceed with diagnosis' button and a date of Jun 17. Below this, there's a section for 'Defects' with a table for 'Broken or defective central zipper'. The table has columns for Photos, Context (optional), and To be repaired. A photo of the zipper is uploaded, and the context is 'It happened while the client was skiing'. The 'To be repaired' column has a toggle switch. Below the table, there's a '+ Add a defect' button. The 'Actions' section asks 'What service can be provided?' and offers four options: 'Care and repair' (selected), 'Exchange', 'Refund', and 'None'. The 'Care and repair' option has a sub-label 'Address and fix the item's defect'. On the right side, there's a 'Contact the client' button and a section for 'Ava ski coat' showing internal cost (38,00 €) and client price (55,00 €). Below this, there's an 'Information' section with a photo of the coat and details: Item Reference 56007 - AVA (21 H), Product reference OM90220693, Type Clothes, Category Jacket & Coat, Color Black, and Material Technical.

fusalp



MESSIKA
PARIS



Revolutionize After-Sales by **turning Care & Repair into your brand asset**



Reduce
warranty costs



Boost
customer loyalty



Generate
incremental revenues



Become
circularity leader

Introducing Prolong,
a **modular, omnichannel SaaS**
that makes After-Sales **easy** to
manage, **profitable, engaging**
for client and **sustainable**.

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Prolong, your best partner to help streamline after-sales operations, cut costs and launch new profitable Care & Repair services effortlessly.

Prolong.io, accelerated by **cegid** • Contact: tanguy@prolong.io