

Expert support for the automotive & mobility ecosystem

Deep technical expertise that keeps dealerships, technicians, and customers moving forward.



Modern vehicles are more connected, software-driven, and complex than ever. Percepta's Technical Center of Excellence unites former mechanics, diagnostic specialists, software experts, and engineering partners to resolve issues faster, reduce recurring problems, and elevate experiences across the entire vehicle lifecycle.

A connected model. Expert solutions. Better Outcomes.

Technical Center of Excellence

Backed by 160+ former mechanics and technical specialists, our teams combine nearly four years average tenure with a 27% internal promotion rate that strengthens technical expertise over time.

Connected Vehicle & Software Expertise

Support for OTA updates, telematics, mobile apps, connectivity platforms, and software-driven vehicle experiences.

Dealer & Technician Enablement

Technical guidance, repair support, diagnostics expertise, and warranty assistance that helps dealerships repair vehicles faster.

Engineering & Product Collaboration

Root-cause analysis, defect identification, trend monitoring, and feedback loops that improve products and prevent repeat issues. Scalable expertise. Emerging tech mastery. Operational continuity.



Driving measurable impact

90%

dealer satisfaction even while survey volume grew 54% YoY

\$9M

saved through reduced fleet vehicle off-road time

50%

reduction in connected vehicle support volume

100+

dealer applications supported

160

technical mechanics

Source: Percepta clients



Specialized expertise. Across the automotive ecosystem.

Percepta delivers end-to-end technical support across the full lifecycle—from first contact to engineering resolution — so issues are solved right the first time.

Mechanical & Diagnostic Experts

Former technicians and master mechanics with real-world experience.

- Repair triage and technical guidance
- Parts validation and diagnostics
- Technical service bulletins
- High-accuracy troubleshooting



Connected Vehicle & Software Specialists

Experts in OTA updates, connectivity, and digital vehicle ecosystems.

- OTA updates and telematics support
- Mobile app and in-vehicle connectivity
- Network and configuration troubleshooting
- Vehicle Health Alert support



Engineering Liaison Teams

Advanced specialists that bridge frontline support with engineering.

- Root-cause analysis and diagnostics
- Trend monitoring and defect detection
- Escalation management
- Product quality feedback loops



Warranty & Dealer Operations

End-to-end warranty expertise that drives accuracy and efficiency.

- Warranty adjudication and claims processing
- Prior approvals and contract administration
- Dealer support and audit prevention



Success in action Reducing Fleet Downtime Through Technical Expertise

The challenge

Fleet vehicles were experiencing extended off-road time due to complex technical issues, impacting utilization and cost.

Our solution

Our automotive technical SMEs accelerated diagnostics, improved escalation pathways, and delivered expert guidance to dealerships and field teams.

The results

One day reduction in vehicle off-road time; \$9M annual savings; Improved fleet utilization and customer satisfaction



Built for the next generation of automotive support



Software-defined vehicles



OTA ecosystems & vehicle connectivity



EV technologies & charging



AI-powered diagnostics



Increasing complexity, demands & expectations

Expertise that drives performance. Partnerships that move the industry forward.

About Percepta

From its inception, Percepta LLC has specialized in creating customer loyalty to its clients across the globe. Delivered across multiple channels and languages, we provide first-class service in every market we support.