A connected user experience wins hearts

Priceless peace of mind

E-bikes are 3x more likely to be stolen than a regular bike. Make your e-bikes theft-proof with digital anti-theft features:

GPS positioning

Digital Lock

Movement Alerts

More than 60% of e-bike riders look for smart safety features when choosing their next vehicle*

80% recovery rate for stolen e-bikes equipped with Comodule's IoT

*Comodule's e-bike riders survey with 400 participants. Conducted by Spiegel Institute in June 2022

Riders will save on insurance

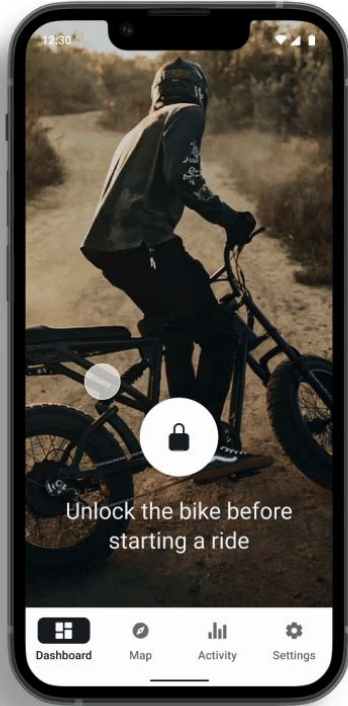All e-bikes equipped with Comodule's connectivity get a **40% discount on e-bike insurance** at nexsurance*

Within a few years, the cost of IoT is covered by savings on insurance

nexsurance

A seamless digital experience

Riders are conveniently in control with an app:
- monitor trip info
- check vehicle status and data
- set ride navigation
- configure and customize e-bike settings

3 out of 4 e-bike riders value smartphone as an e-bike display*

*Comodule's e-bike riders survey with 400 participants. Conducted by Spiegel Institute in June 2022

Smooth customer support

Comodule   now

Great job, you have cycled 3000 km!
Time to book a check-up. 👉 See available times.

Self-service is the best service
within-app FAQ and manuals, predictive maintenance notifications, data-based diagnostics, and over-the-air updates, riders can practically service their own bikes and skip coming to a physical servicing centre

Data-driven support
Reduce time spent on tickets by tapping into the e-bike's historical data. Turn 5+ service interactions into 1 or 2

Efficient customer communication

Direct communication with in-app messages to:
- introduce new products and accessories
- invite to test rides or group rides
- send special offers

Messages can be targeted by different demographics with messages filtered by country, vehicle type, gender, age group or bike history
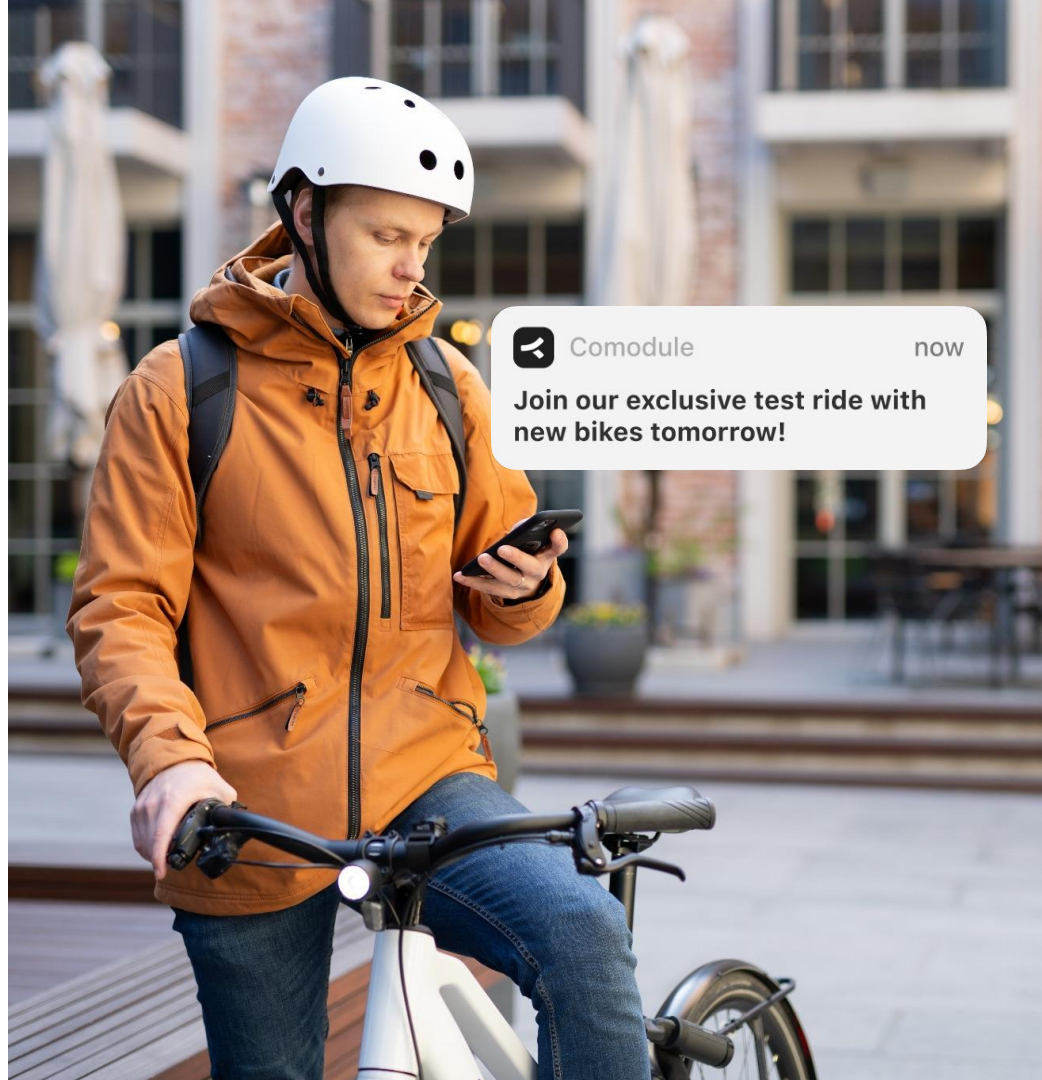
Average open rate*

34% In-app notifications	VS	**21%** E-mail marketing

* Comodule's customer data and Hubspot research

Data-based development decisions helped Swapfiets to reduce bike-breakdowns by 66%

Informed product development

- Save time on manual research and leverage vehicle and rider data to meet customers needs

- Track how often, and which parts of the bike break down over time, to make them last longer

Explore new regions and business models

- **Gear up for worldwide sales**
  Region-based e-bike settings enable to comply with different regulations

- **Expand your offering**
  Develop new business models and services such as B2B fleets or subscription e-bikes

Connectivity pays off

	$ Higher demand	**⊡** More efficient customer support	**↗** Improved customer marketing	**⬈** Data based product development
Potential earnings and savings	-40% discount for e-bike insurance for riders	15 - 35 % reduction in customer service head count as ticket handling becomes more efficient 30 - 60% savings using remote diagnostics	50% increased user experience and customer engagement, converting into mouth to mouth referrals	reduce bike-breakdowns by 66% save on research