

Service Management

BENEFITS

The Service module provides a fully integrated solution for your service business. Empower staff to maximise revenues, understand costs and develop opportunities to enhance profitability and improve customer satisfaction.

A Service solution with a strong emphasis on improving profitability and customer satisfaction

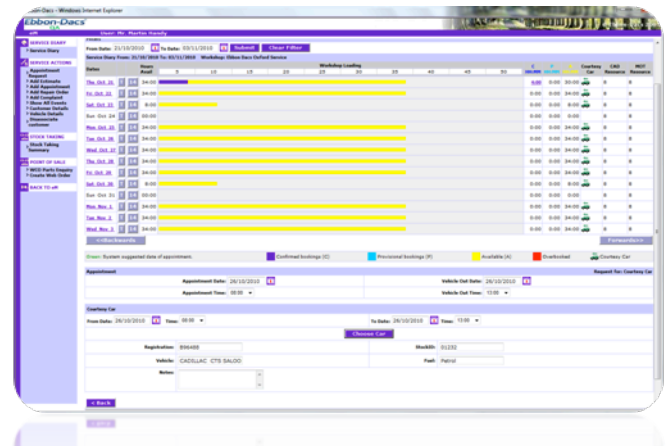
Intelligent up-sell prompts to help your team identify and take advantage of opportunities as they arise.

CRM tools to provide service reminders and identify further opportunities.

Use the vehicle health check process to provide an essential service to your customers whilst enhancing revenue opportunities.

Provide excellence in customer service through strong process driven approaches to appointment handling and other important areas of the Service module.

The structure of the service module helps provide a fully integrated DMS solution with a shared database which can be accessed by its different modules. Comprehensive CRM functionality helps you realise opportunities from many points throughout the Dealer process.



Accelerate customer satisfaction

Managing your customers experience is absolutely paramount to the provision of excellence in customer service. The DMS service module provides the tools your team need to excel; from the first point of contact through to excellent and relevant information at their fingertips. Furthermore, ownership tools empower staff to manage the customer experience from beginning to end.

Real-time progress updates and Technician Time Recording

Improve the accuracy of technician time recording without the need for time intensive manual data entry whilst providing automatic repair status updates.

Improve efficiencies by reducing the need to provide telephone updates by utilizing on-line customer portals.

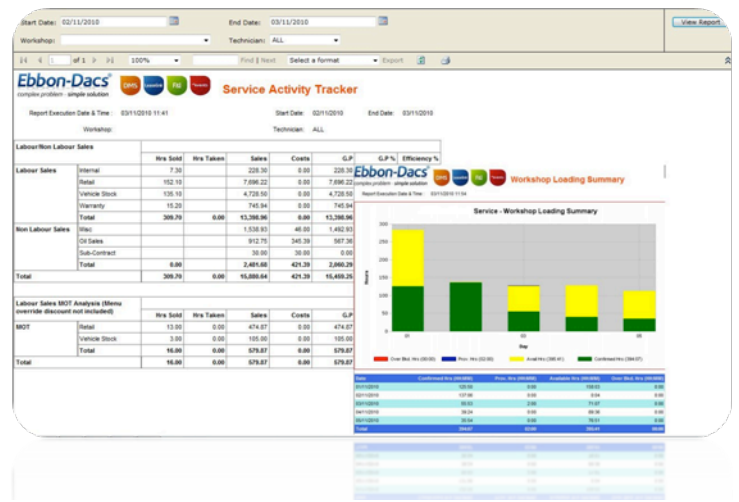


DMS

Information at your fingertips with flexible reporting

Reporting Services helps provide robust flexible reporting capabilities covering all the key areas of your business. Maximise technician efficiencies, enhance service selling opportunities, increase other revenues and manage stock costs using real-time Work In Progress analysis and review.

Export reports into various formats to suite your needs such as XML, CSV, TIFF, PDF, and Excel



Features

Role Centres	<ul style="list-style-type: none"> ✓ Role appropriate business information and alerts ✓ Performance scorecards
Powerful Reporting	<ul style="list-style-type: none"> ✓ Role Centred business analysis reports ✓ Use in conjunction with Microsoft Office suite to further enhance your analysis and reporting
Warranty Management	<ul style="list-style-type: none"> ✓ Comprehensive Warranty Processes, stand alone or Manufacturer Integration* ✓ Efficient warranty administration ✓ Management control reports
Module Integration	<ul style="list-style-type: none"> ✓ Single database (single customer and vehicle records) with fully integrated DMS modules
Diary	<ul style="list-style-type: none"> ✓ Effective resource control ✓ Customer management and ownership control
Multi-Channel Customer communication	<ul style="list-style-type: none"> ✓ Email & SMS
No-Show control	<ul style="list-style-type: none"> ✓ Take real-time action ✓ No-show alerts based on data and time (location parameter for lapsed time)
Authorisation Controls	<ul style="list-style-type: none"> ✓ Record order numbers ✓ Reduce the possibility of unpaid invoices
Vehicle Health Check	<ul style="list-style-type: none"> ✓ Options to integrate with Castrol ✓ AutoVHC ✓ RTC
Technician Clocking	<ul style="list-style-type: none"> ✓ Real time clocking controls, eliminating manual data entry ✓ Real time status updates
Workshop Control	<ul style="list-style-type: none"> ✓ Fast work allocation ✓ Controller alerts to identify jobs due out and jobs which have overrun based on collection time/allocated time
Absence control	<ul style="list-style-type: none"> ✓ Comprehensive absence control functions ✓ Record both productive and non-productive staff absence ✓ Link technician planned absence to your diary availability

*Where Applicable