



- DealerManagement System
- Business Process
- Reengineering
- CustomerRelationship Management
- Business Intelligence
- Great automotiveexperience

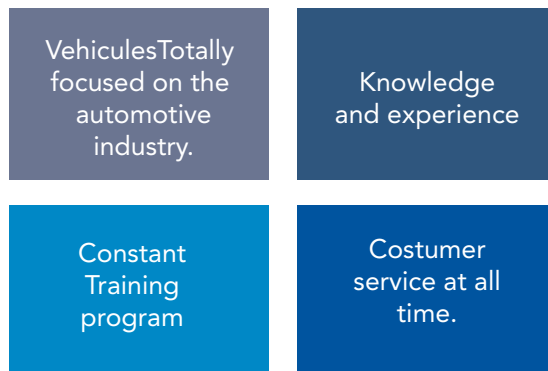


- Vehicules
- Service
- Parts
- Customer Relationship Management
- Business Intelligence

Customer Relationship Management/Vehicules

CRM Vehicules is a system mounted online under the concept of Software as a Service (SAAS Software as a service) that allows for all themobility and integration of your sales force, while enabling your executives with all the information needed to serve their prospects place and in a timely and suitable manner.

At the same time it is distributed throughout the organization starting from the corporate, where appropriate, and delivering to the General Manager and Sales visibility on the status of prospecting, sales forecasting and performance, both general and individual of the head quarters, branches, groups, forces and finally to sales executives.



Project Concept

The service that supports CRM Proproject, has tangible benefits from the very beginning of implementation process, suchase-training, which lowers costs significantly and keeps aconstantly updated staff for the operation of the system.

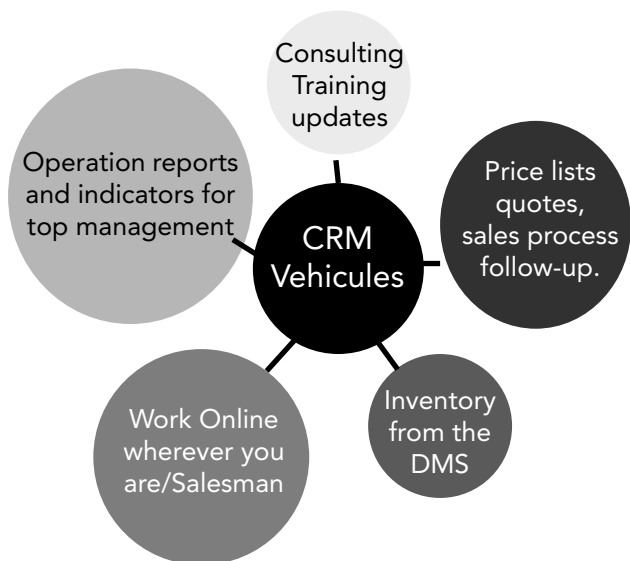
Constant Training Program

Being a web based system and available through the Internet, its implementation requirement sare very simple and allow for training through video conferencing.

This same mechanism is applied to two packages of monthly session sat no additional cost, that will allow dealer to train new staffin your company or those ones who require reinforcement.

Performance metrics

The system is focused on sales cycles therefore allowing a timely identify the stages of each of them, the related prospects, the sales forecasting, the current status of sales ,the lost sales, motives, etc., totalling all together more than 40 indicators that provide an over view of the absolute performance of the organization.





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Customer Relationship Management/Service

Identifies opportunities for retention of customers service, based on record sof New car sales and Pre-owned and Service tothe effect that the Contact Center to communicate swith customers and proceed with the call to service for predefined service packages with in the program Express Service.

Also it can identify the dialogues for each case and the services types that are programmable for this vehicles depending on the estimated use and registration of the last visit to service or sale date.

Additionally, from the Contact Center it can:

- Measure volume of generated transactions
- Measure in come from Express Service
- Commissions to Contact Center
- Set date, time, technicians and technical advisor assigned appointments
- Indicators like: No Shows, canceled appointments, rescheduled, etc.

It allows service advisors to identify the events that are scheduled and receive the customer vehicle retrieving data previously identified from the call, allowing for the service order and entrance procedures of the unit.

As part of its monitoring duties, the advisers have a screen to easily identify the status of the order and in the event are additional failure to prevent the completion of work, with all the elements on hand contact the client and determine the next steps.

From the appointment setup, Parts (Pre-picking) can be notified marking the vehicle for which will be required, so that the parts are dispensed at the right time of need.

Control and service technicians

The system allows for the identification of the workload at the workshop, facilitating the productive use of space or the reassignment work to other technicians to meet promised delivery dates.

The system is designed to setup computer equipment in the service bays so that technicians can up date the job status at the very time that happens, likewise point to allowing them to print out any additional information or comment relevant to the service order to be scheduled by the Contact Center later.

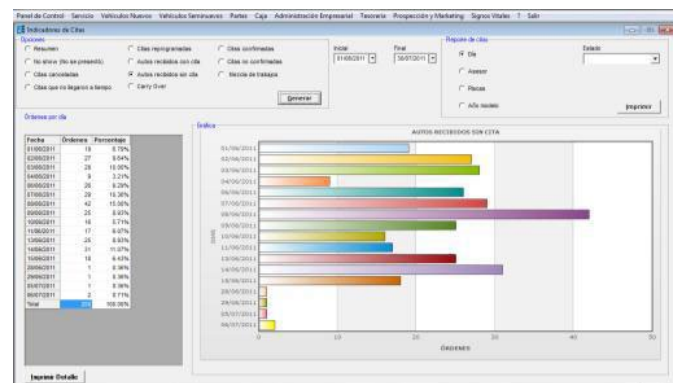
Indicators

The system has more than 50 indicators of both contact center and the service dept operation, including: Appointment, efficiency and productivity of work mix effectiveness of Parts supply orders traffic, generated sales, both for specific days and by ranges of dates.

Customer satisfaction

The system allows for the configuration of service surveys aimed at measuring the customer experience in service, identifying manufacturers surveys and those who want to apply the distributor, in order to measure specific initiatives of the dealer.

The results of these surveys can be measured by survey periods or surveys types applied, allowing the dealer to identify those actions that should be reinforced in the need for changes.





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BusinessIntelligence

How do you know if you need BI solutions?

- Have you lost business opportunities to receive delayed information received? How much do you spends to process and deliver the data you need?
- How do you manage key business indicators?
- How do you present and receive monthly reports?
- Do I work over time in order to process this month documents or reports?
- Can I respond in a reasonable time to take important decisions?
- Do you know if your employees are reaching the objectives?
- Do you keep close communication between the areas your company towards a common strategy?
- Need to verify the reliability of the information you have before making decisions?

Long time ago, decisions were based on intuition and common sense, today they have to be supported in technology eliminating the intuition and make decisions based on timely and reliable information.

Knowledge is the only possible way to sustain competitive advantage. BI Web is simple and easy to use, Objectives: to inform, report, analyze, create projections and trends.

Information cubes

To make an strategic decision , every information across the enterprise need to pocessed, not just apart of it. The cubes integrate information fromany area and the end user have atransparently. The idea of multidimensional analysisis convenience.



Balance scorecards

Control Panel: Balanced Scorecard, a powerful tool for management, which uses financial and nonfinancial indicators to guide the company in achieving objectives in the medium and long term. Allows for monitoring of indicators any kind, each indicator may be associated with specific type of control.

General scheme

The information is broadcasted daily from Business Pro automatically to the Internet in order to be available to top managers

Benefits

- Support required complex analysis
- Analyze data from different perspectives
- Support complex analyses against huge data volume
- Capitalize on business opportunities
- Measure the use and profitability of the program
- To optimize the process and the use of workshop resources



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- Leaders in the Latinamerican market
- Designed for cardealers business
- Highest industry IT standard
- Competitive pricing
- Developers and owners
- 25 years in IT solutions for automotive business