Dealer Management System:
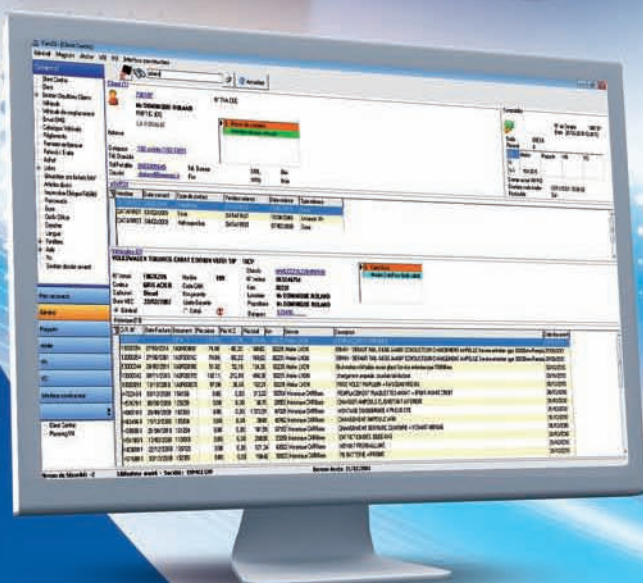
eCARS21

the DMS that adapts to your organisation

DATAFIRST

Automotive Business Solutions

Efficient dealership management:
an ever-changing challenge !

In a world where social and economic conditions are constantly changing and competition is fierce, car dealers must remain profitable in order to retain control over the future of their businesses.

The most proactive businesses are therefore developing new business improvement strategies, such as:

- Distributing new brands in addition to their original brands
- Buying new points of sale or expanding geographically
- Establishing a presence in foreign markets
- Increasing operational and relationship marketing efforts (Web marketing for example)
- Implementing processes designed to improve the productivity and quality of after-sales service, whose contribution is vital to the company's margin
- Cost reductions at all levels

These strategies can only be adequately implemented with the support of a management and information system enabling not only to:

- Manage all business processes and information flows between the various actors, ie. between your different sites or manufacturer data

but also to:

- Act as a genuine change management tool

It is for this reason that it is more important than ever that your DMS is well adapted to your organisation; managing in a coordinated manner:

- Your different companies, points of sale, warehouses
- The different brands you distribute as well as their interfaces and specific characteristics
- The different dealership activities : NC / UC sales, financing, accessories, after-sales services (workshop or spare parts) …
- Within all countries (language, currency, regulations) where you are present

Make a difference with DATAFIRST

The international specialists

Our solutions, distributed throughout Europe, are the result of over 25 years experience within the automotive ditribution industry.

Manufacturer communication

Our international approach, as well as the regular contact we maintain with major car manufacturers, mean we can offer a customizable solution with all the interfaces needed to communicate with each brand's I.T. systems (see separate list of interfaces).

Co-ordination and consistency

All processes and information flows are built based on your customer data, and are strongly business-oriented. Co-ordination throughout the company is improved and you get a coherent vision of your organisation; by site, company, brand …

A full and modular product range

This overall picture is based on a full suite of software solutions: DMS, CRM, BI & Websites which can be installed separately and gradually in order to build a coherent I.T. system, with your profitability in mind.
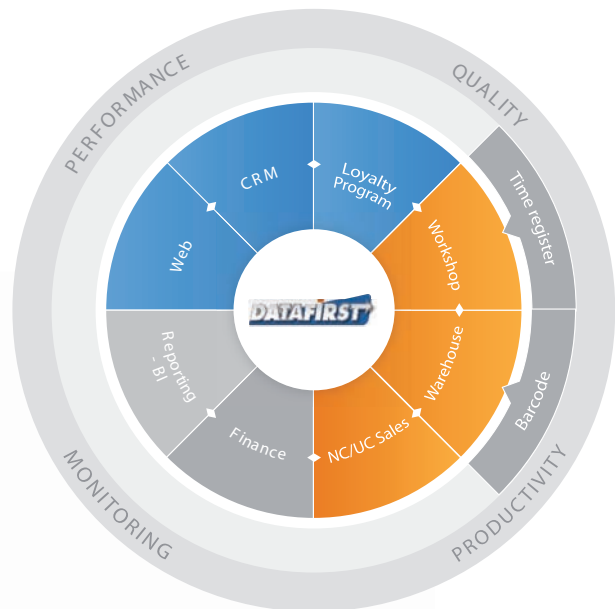
Designed to help you manage your dealership

Up-to-date tools are provided to give you real-time indicators relating to your various activities. These indicators can be filtered by department, site, company or brand.

Cost rationalisation

In order to optimise investment and operating costs, our software solutions have been developed according to the very latest technology:

• High-performance, secure relational database
• Thin-client network architecture
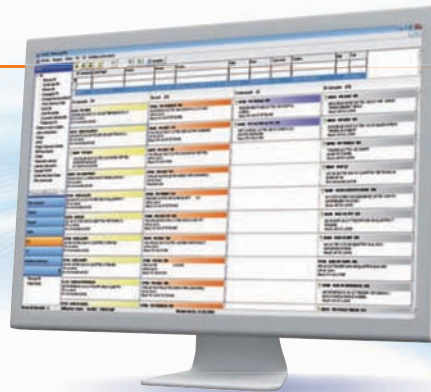• Central platform hosting
• Intuitive graphical interface

Technical environment:

eCARS21 minimum requirements:
Windows Server 2008 + SQL Server 2008

Microsoft Partner
Gold Independent Software Vendor (ISV)
Silver Business Intelligence
Silver Data Platform

eCARS21

the most feature-rich DMS in its class

eCARS21 DMS includes four main modules sharing the same data:
VEHICLE SALES Module, WORKSHOP Module, SHOP Module, ADMINISTRATION Module.
Each module contains reports essential for monitoring activity. These reports can be modified by the customer and exported to Microsoft Excel.

Depending on the country, the accounting module uses a benchmark accounting and financial solution. A two-way interface is set up in order to ensure communication equivalent to that of an intergrated accounting solution. The different modules can be accessed spontaneously via an easy to use and intuitive graphical interface based around the Customer's account, which becomes the main entry point for customer-related features and information.

■ Vehicle Sales

This module improves the day-to-day management of car purchases and sales, whilst taking company sales policy, margin transfer & used car trade-ins into account.

It provides a full listing of NC & UC stock as welll as demo vehicles at your different sites.

A graphical planning provides a quick overview of the current fleet of vehicles.

- Multi-site and multi-brand NC & UC management
- Dealership vehicle catalogue
- NC Manufacturer campaigns
- NC / UC invoicing
- NC payments
- NC & UC transfers
- Nc & UC cross-site movement management
- Cross-company invoicing module
- UC advertisement multiple broadcasting
- NC & UC purchase invoice management
- NC & UC pack management
- Customer reservation management
- NC call-off management
- Sales proposal and order form editing
- Administrative document management
- Two-way Planet VO interface
- NC & UC statistics and reporting module

■ Workshop

This module enables you to deliver high-quality customer service in an efficient manner based on real customer information, whether it be upon the customer's arrival, when creating the repair order or invoicing. You can access detailed customer and vehicle history data, technical campaign information, warranty contracts ... at any time. Quotes are defined as per the brand's standards and tasks and other parts supply management processes follow on in order to optimize your workload schedules. Productivity trends can be observed thanks to the various productivity schedules combined with the electronic time management data. The WORKSHOP reporting module enables you to efficiently use data collected by the WORKSHOP punch clock system, the invoicing system etc ...

- Multi-site "CLIENT CENTRIC" records
- Repair order management
- Quotation - invoicing module
- RO multi-document management
- WORKSHOP history
- Dealership labour management
- Fixed-rate package and menu pricing management
- After-sales package price simulation
- Warranty processing module
- Technical campaign management
- Appointment planning
- Vehicle receipt planning (entry + exit)
- Production planning :
   by service - by employee
- Courtesy car planning
- Presence and time planning
- SIDEXA interface
- Electronic punch clock / workshop time clocking
- Time management
- After-sales commercial campaign (for reception agent)
- Customer balance search and view
- After-sales statistics and reporting module
   (turnover, productivity...)

DataPass With the DataPass option you can develop your own customer loyalty program and the related service policy in order to increase consumption levels. Communicate with your customers via SMS or email.

■ Administration

This module concerns all configurable management rules : user rights, discount grids, hourly rates, customer families …

This module is also where your multi-company flow parameters are managed : sharing of customer databases, vehicles, after-sales history, automated cross-company NC - UC - parts invoicing ...

The technical parameters handle your I.T. configuration as well as your various communications: manufacturer, internet, email, sms ... centrally and securely. The CarsQuery statistical features provide you with personalised dashboards or control lists.

■ Shop

eCARS21 DMS includes all stock management functions: multi-manufacturer spare parts catalogue, multi-tariff management, spare parts orders, multiple stock entries, reservations, parts replacement management, cross-warehouse or cross-company transfers.

Your teams will hence have at their disposal a tool enabling them to be more efficient as far as stock control, stock valuation, sales per distribution channel, agent/authorized repairer sales, levels of margin ... are concerned.

- Parts catalogue management: multi-company, multi-site, multi-warehouse
- Invoicing and quotations
- End of month invoicing: statements…
- Customer reservations management
- Miscellaneous items & miscellaneous invoicing management
- Configuration and related items management
- Parts replacement management
- Multi-supplier management
- Multi-tariff management
- Spare parts order management
- Parts purchasing invoicing
- Parts order merger
- Stock entry management
- Stock entry correction
- Parts movement / stock transfer
- Cross-company invoicing module
- Recycling costs management
- Price simulation
- Barcode management (eSHOP21 option)
- Cyclic barcode inventory management
- End of period management
- Spare parts tariff update - all brands
- Statistics & decision-making module (turnover, stock...)

- Client Centric
- Customer loyalty modelling (DataPass option)
- Customer loyalty card (loyalty points, vouchers)
- Payments and cashdesk management
- Bank deposit management
- Vehicle management
- Statistical decision-making tools : Cars Query
- eCARS21 events log
- SMS sending
- e-mail sending
- Standard message sending (public, accounting, etc.)
- Profile and security management
- Personalised desk top management
- Customer deduplication module

- Multi-company SHOP
  Parts-Single parts reference catalogues merger
  Cross-company stock view
  Cross-company invoicing

- Multi-company NC and UC
  NC catalogues merger
  NC and UC stock consolidation
  NC and UC cross-company invoicing

- Multi-company WORKSHOP
  Labour catalogues merger
  Customer conditions merger: discount grids...
  Customer record merger
  Customer vehicle fleet merger
  After-sales history merger

eSHOP21 Use our mobile barcode terminal solution to increase warehouse staff efficiency during inventories, warehouse arrivals etc …

DATAFIRST accompanies you throughout your system's life cycle

■ *Installing a new DMS: a key moment*

Deploying a new DMS solution requires the input of various specialists from fields as varied as sales administration, workshop organisation, shop logistics, finance and accounting, information and communication techniques. Our services are delivered in accordance with DATAFIRST's proven methodology and by a multi-skilled team, led by an experienced project manager.

The team takes care of the deployment as per the various key steps: on-site analysis, hardware installation, configuration, data recovery, manufacturer interfaces implementation, go-live training and assistance.

Site Survey

Preparation

Start-Up Training

Optimisation
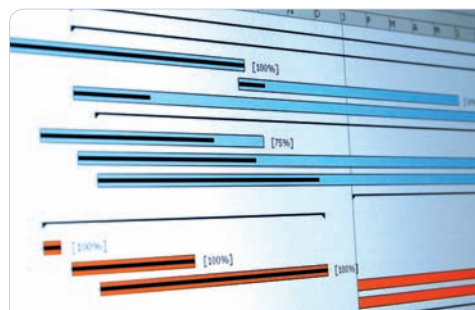
Our technical support team provides remote assistance in order to solve any problems you may come across whilst using the DMS.

Our experts also remain at your disposal should you need support in optimising software use, for example when new employees begin work, to audit use of your solutions, to put together a specific training program or for specific onfigurations or developments.

Certified methodology

We deliver services according to a proven methodology based on many years' practical experience and in line with DATAFIRST's Quality policy, which is certified by the French standardization authority, AFNOR.

afaq
ISO 9001
Qualité
AFNOR CERTIFICATION

■ *An international company*

With a dedicated workforce of 130 employees, DATAFIRST, whose headquarters are based in Lyon, maintains an active global presence with several tens of thousands of users throughout Europe. In order to broaden its service offering, DATAFIRST has forged alliances with local partners specialized in the automotive distribution field.

These partnerships are designed to improve the service we offer to the end customer: product localization, integration with local accounting applications, product training, installation and technical support. This ensures our customers have access to personalized local services in their native languages.

▶ GLOBAL PRESENCE

PORTUGAL

SPAIN

FRANCE

BELGIUM

ITALY

POLAND

ROMANIA

BULGARIA

TURKEY

ANGOLA

MADAGASCAR

VIETNAM

■ *Close manufacturer relationships*

DATAFIRST develops and deploys complete management solutions for the automotive industry used by dealers and dealer groups as well as leading auto manufacturers worldwide including BMW, MINI, Chevrolet, Fiat Alfa Romeo Ferrari Lancia Fiat professional Jeep, Ford, Honda, Hyundai Kia, Jaguar land Rover, Mazda, Mitsubishi, Opel Vauxhall, Peugeot Citroën, Renault Nissan Dacia, Saab, Subaru, Suzuki, Toyota, Volvo, Volkswagen Audi Skoda Seat Volkswagen Commercial Vehicles.

Our solutions are designed to integrate each brands' work processes and establish real-time communication with their IT systems via interfaces, thus ensuring the quality of information in accordance with individual manufacturer policies.
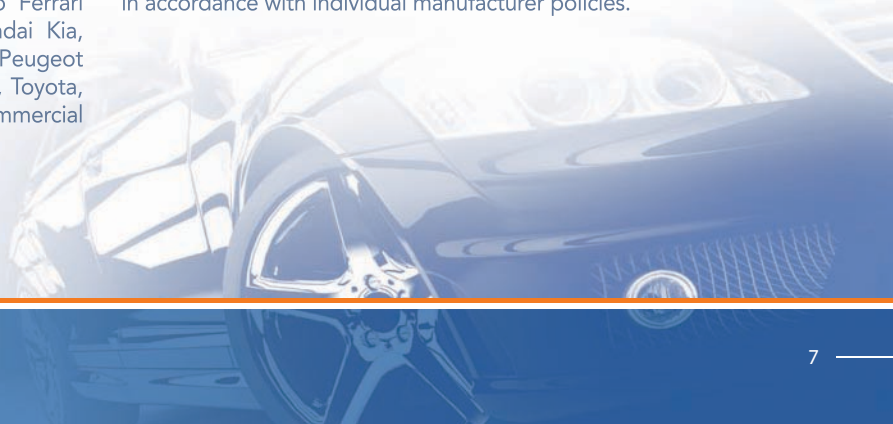
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afaq
ISO 9001
Qualité
AFNOR CERTIFICATION

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Flash the code