

Dealer Management System:



Automotive Distribution
management software



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 on international markets
- Increasing operational and relationship marketing efforts (Web marketing for example)
- Improving productivity
- Reducing ownership costs
- Better activity management
- Maintaining more personalized and more frequent customer relations via the Web



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

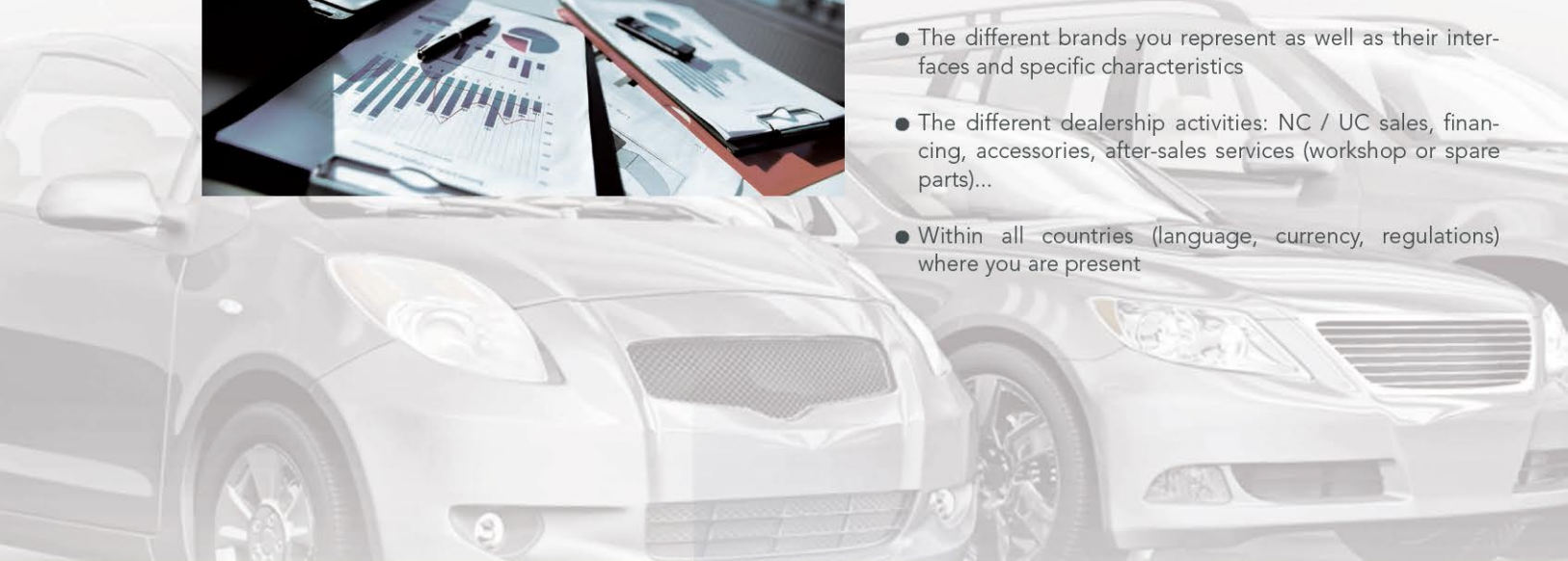
- Manage all business processes and information flows between the various actors, ie. between your different sites or manufacturer data

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 represent 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

Modern

The latest version brings with it a more modern design and easier navigation. It has been specially designed to reduce the number of mouse clicks and make information clearer. It includes new document and print management possibilities as well as the means to liberate yourselves from matrix printers.

New features concerning the accounting interface and vehicle health check are available.

The international specialists

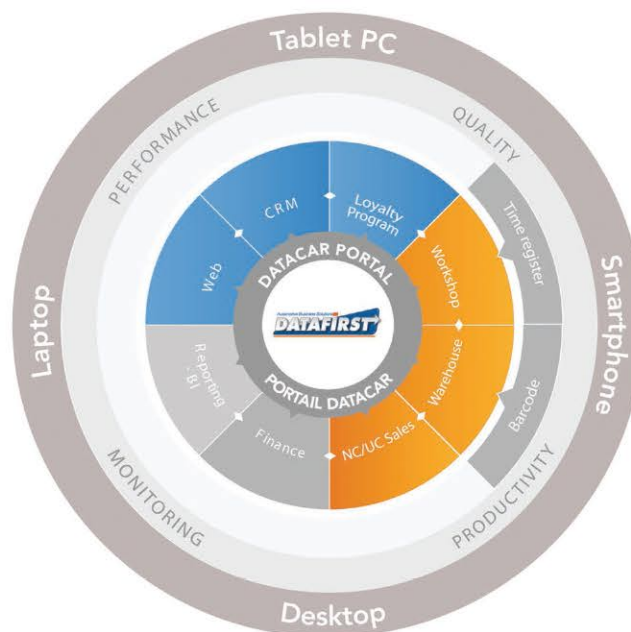
DataCar DMS, distributed throughout Europe, is the result of some 30 years experience within the automotive distribution industry.

Manufacturer communication

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

A full and modular product range

This overall picture is based on a full suite of software solutions : DMS, CRM, B.I & 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

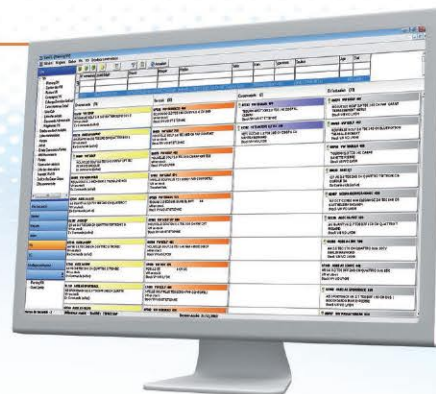
In order to optimise investment and operating costs, our software solutions have been developed according to the very latest technology:

- High-performance, secure relational database
- Central platform hosting
- New intuitive graphical interface
- Office components integrated as standard (powerful spreadsheet, RTF text editor, new calendar)
- Simplified access to DATAFIRST Assistance via our portal



Microsoft Partner

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



DataCar 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 integrated 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 well 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
- Customer reservation management
- NC call-off management
- NEW** - Sales proposal and order management editing with possibility to archive and send by e-mail
- Administrative document management
- 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 task-sand other parts supply management processes follow on in order to optimize your workload schedules. Productivity trends can 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.

- NEW** - Multi-site «CLIENT CENTRIC» records now directly editable
- Repair order management
- NEW** - Vehicle Health Check on Touch Tablet PC *
- Quotation - invoicing module
- RO multi-document management
- NEW** - Possibility to archive RO's
- 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 reception planning (entry + exit)
- Production planning: by service - by employee
- Courtesy car planning
- Presence and time planning
- SIDEZA interface
- Electronic punch clock / workshop time clocking
- Time management
- After-sales campaigns (for reception agent)
- Customer balance search and view
- After-sales statistics and reporting module (turnover, productivity)
- Laser printing

* Available early 2014 ** depending on Manufacturer

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.



Shop

DataCar 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
- NEW** - End of period automation function
- Spare parts tariff update - all brands
- Statistics & decision-making module (turnover, stock)

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

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.

- Client Centric
- Customer loyalty modelling (DataPass option)
- Vehicle management
- Statistical decision-making tools: CarsQuery
- DataCar DMS events log
- SMS sending
- e-mail sending
- Standard message sending (public, accounting etc)
- NEW** - Easier method for switching between companies
- Profile and security management
- Personalised desktop management
- NEW** - Multi printer tray management
- Customer deduplication module
- NEW** - Native PDF file generator
- NEW** - PDF document archiving (invoices, RO's)
- Multi-company SHOP
- Parts-Single parts reference catalogues merger
- Cross-company stock view
- Cross-company invoicing
- Multi-company NC & UC
- NC catalogues merger
- NC & UC stock consolidation
- NC & 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

DATAFIRST portal access



■ Generation DataCar integrates a set of components organised around a Web portal, DataCar Portal.

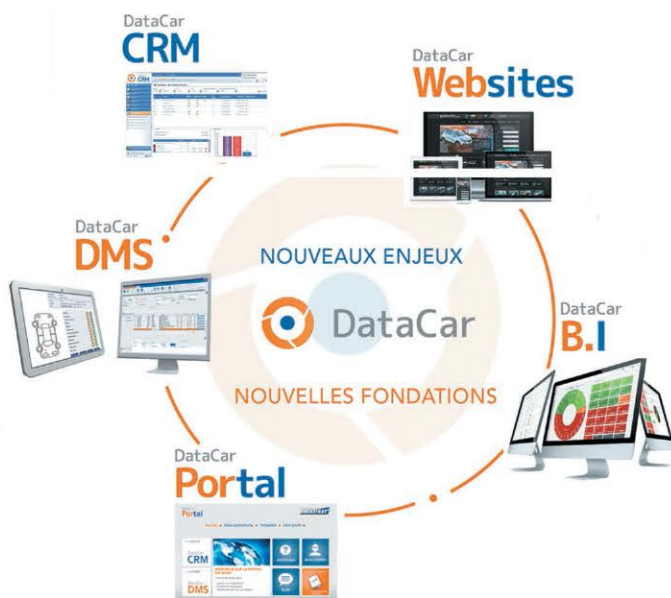
DataCar Portal is designed to simplify the use of our software solutions and provide customers with a single point of entry to DATAFIRST's environment. Whether it be information about new releases, hints and tips, latest news,... dataCar Portal provides all the information you need.

By logging into the portal, you are instantly identified and can:

- Launch your DATAFIRST applications
- Consult your reports by area of activity: NC / UC / Workshop / Shop / CRM
- Administer user accounts
- Access our support services

■ The DataCar range of solutions.

In order to cover all the needs of today's car dealerships, Generation DataCar is made up of the following solutions:



■ An international company

With a dedicated workforce of 130 employees, DATAFIRST maintains an active global presence with several tens of thousands of users throughout the world (Angola, Belgium, Bulgaria, Spain, France, Italy, Luxembourg, Madagascar, Poland, Portugal, Romania, Switzerland, Turkey, Vietnam). 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 own language.

■ Close manufacturer relations

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 brand's work processes and establish real-time communication with their I.T systems via interfaces, thus ensuring the quality of information in accordance with individual manufacturer policies.



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. They are responsible for analysing and configuring your DMS solution and accompany you throughout your system's life cycle.

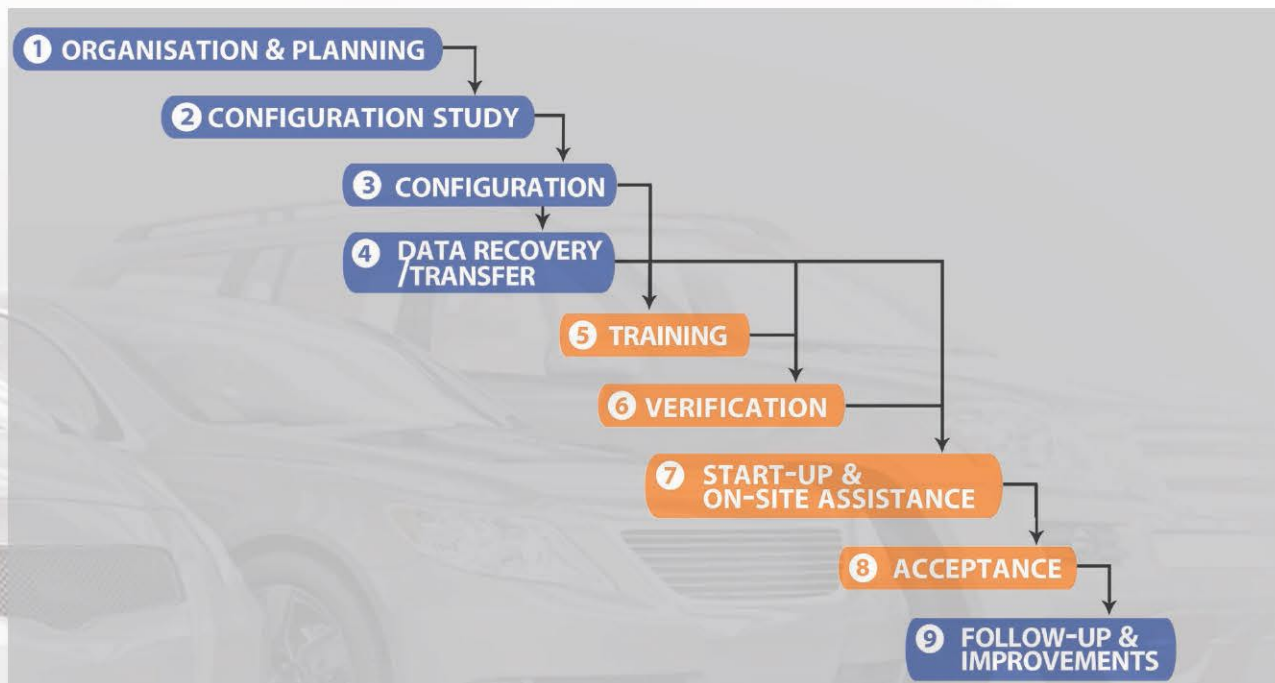


1. Organisation & Planning
2. Configuration study
3. Configuration
4. Data recovery
5. User training
6. Verification
7. On-site Startup & Assistance
8. Acceptance
9. Follow-up & Improvements

The team takes care of the DMS installation according to the different steps outlined below.

Our telephone assistance team then takes over to solve any problems you may come across whilst using the DMS..

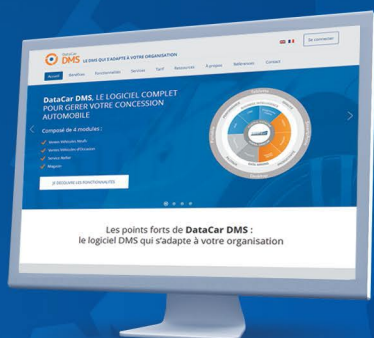
Our experts also remain at your disposal should you need support in optimising software use, for example for new employees, to audit system use, to put together a specific training program or specific configurations or developments.



NB : Duration depends on project dimension / in orange are the tasks carried out on site.



DATAFIRST S.A.S
117 rue Bataille
69372 LYON cedex 08



www.datafirst.fr

Flash the code >>>



DATAFIRST at your disposal

Monday to Thursday from 8am to 12pm and from 2pm to 6pm CET
And Friday from 8am to 12pm and from 2pm to 5pm CET



+33 (0)4 78 78 11 00



contact@datafirst.fr