



## User testimonial

### Richard DREVET Automobiles



<http://www.richarddrevet.com/>

Equipped with DataCar DMS (eCARS21)

Richard DREVET

CEO

17th October 2013

## Overview

Founded in 1992, Richard Drevet Automobiles distributes the Hyundai and Citroën brands in Lyon, France.

35 employees work for the dealership, which has been equipped with DataCar DMS (ex-eCARS21) since 2004 in ASP (Application Service Provider) mode.

Richard Drevet Automobiles (Hyundai dealer and approved repairer, Citroën reseller approved repairer) proposes the following services to its customers :all brand new and used car sales, after-sales service, all brand repairs workshop, workshop approved by all main insurance companies, spare parts and accessories shop, vehicle buy and sell warehouse.

## Key figures

- Employees: 35
- Sites: 1
- DataCar DMS (eCARS21) users: 15 workstations
- Number of NC sold per year: 200 Citroën + 140 Hyundai
- Number of UC sold per year: 400 for both brands

## DataCar DMS (eCARS21) benefits

- User-friendly and easy to use
- ASP-mode hosting
- Improved spare parts management  
Clear vision of dealership results
- A complete DATAFIRST offer

## eCARS21 project

In 2004 before we had eCARS21, our dealership was equipped with DMS VULCAIN (FIDUCIAL). It was starting to become obsolete and eCARS21 was recommended by Citroën at the time. Garage Drevet was an eCARS21 forerunner in France.

To make things simpler and more uniform, DATAFIRST's DMS was also installed for Hyundai as soon as Garage Drevet became a Hyundai dealership.

According to Mr Drevet, CEO of Richard Drevet Automobiles : « ***changing software was quite difficult because my teams had been used to using the Vulcain solution for almost 10 years. However we gradually trained our employees and they got used to eCARS21.*** »

Ever since, our eCARS21 users have been satisfied with what DATAFIRST's solution brings them on a daily basis.

### **Benefits: a simple and easy to use tool**

Generally speaking, Monsieur Drevet says he is satisfied with eCARS21: **« the software could still benefit from some evolutions but it is simple and easy to use ».**

The simplicity and numerous features of eCARS21 allow him to improve the management of his dealership and productivity. Mr Drevet mentions for example, **« benefits on UC and parts margins, better internal transfer management, more consistent parts management, better visibility of company results, better vehicle replacement management ».**

### **The benefits: ASP hosting mode**

When Mr. Drevet replaced its management solution eCARS21, he chose to host it in ASP mode. This is the provision of software installed on a central server at Datafirst and accessible via Internet networks.

He explains: **"I didn't want to take care of data backups because it is binding and you must think about it. Using eCARS21 in ASP mode is easy, you can connect from anywhere and at any time you want. In addition, all data is safely stored in Datafirst "**

Mr. Drevet adds: "We began with ASP eCARS21 in 2004 and I am completely satisfied. We wouldn't change hosting mode for anything. "

### **The benefits: better management of spare parts**

eCARS21 allowed Richard Drevet Automobiles to optimize the management of spare parts for his store.

Indeed, **« With eCARS21 we have better parts management than before. We used to sometimes be left with a too large volume of parts to be stored; management was not in accordance with what we wanted in the dealership and eCARS21 helped us solve this problem. In addition, good training was given to the store manager. »**

### **The benefits: a clear vision of the dealership**

Richard Drevet is also very satisfied with what the cockpit function in the software brings.

He says: **"The dashboard proposed by eCARS21 gives a snapshot of the everyday results of the concession. We have a quick overview with all our data at a glance. »**

In addition: **"As a business leader, this dashboard meets our need to have a quick view of our results, such as UC margins, NC margins, vehicle rotation, the parts inventory the margin on parts ... "**

Mr Drevet adds that he is : **«very pleased with his website which was also designed by Datafirst. »**

### **The benefits: Datafirst provides a complete offer**

Furthermore, eCARS21 allows better tracking of customer advisors of the dealership.

Indeed, **"advisors schedule management in the software is interesting because it allows to easily see their workload. »**

Richard Drevet also opted for the timecard system via eCARS21 "the establishment of the time clock allows us to have visibility over hours of presence, working hours and hours billed. With this monitoring, we were able to implement a productivity bonus. »

Finally Mr. Drevet says: *"I'm very satisfied with his website that has been very well designed by Datafirst.*  
»

### Conclusion about the project

Today, Richard Drevet is satisfied with the benefits eCARS21 brings him in the management of his dealership.

However, he would like to deepen the use of the software so that staff can use it to 100% of its capacity, and in particular via e-learning.

Mr. Drevet is also considering investing in a tablet PC (in particular for vehicle inspections), in a loyalty card scheme and a screen for displaying appointment schedules; solutions also proposed by Datafirst.

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Nous remercions Monsieur Richard Drevet pour ce témoignage.

Pour plus d'informations sur DataCar DMS (eCARS 21), contactez-nous au **04 78 78 11 00**.



[www.datafirst.fr](http://www.datafirst.fr)