



User testimonial

GUILLERMINET Group

Garage Bougault SA

<http://www.jlgauto.fr/bougault-sa/index.php>

Equipped with DataCar DMS, V3 pilot customer

Marion Guillerminet
Group Management Assistant

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Overview

Guillerminet Group distributes the following brands in Loire, Ain, Jura, Saône and Loire areas of France: Opel, Chevrolet and Toyota.

The Group is composed of 3 Opel and Chevrolet sites (Saint-Etienne, Bourg en Bresse, Roanne) and 3 Toyota sites (Bourg en Bresse, Lons le Saunier, Macon). It represents 130 employees.

The Group was pilot for DataCar DMS, the new version of eCARS21 in March 2013.

DataCar DMS has been deployed for 5 sites within the Group: the 3 Opel and Chevrolet sites and 2 used cars sites.

Focus on BOUGAULT SA : Opel and Chevrolet site in Saint-Etienne (Loire).

BOUGAULT SA Key figures

- Number of employees : 31
- Number of DataCar DMS users: 17 (5 shop / 6 After-Sales / 3 Sales / 2 Accounting / 3 management)
- Number of new cars sold per year: 750 Opel + 200 Chevrolet
- Number of user cars sold per year: 600

Context of the change of version

Before the migration, the new version of DATAFIRST DMS was presented to the employees of Bougault Garage to get them familiarized with the new product.

During the migration on the Saint-Etienne site, three people from DATAFIRST went to train the receiving agents and also the others departments. The migration was carried out during the night and the morning after the Saint-Etienne and DATAFIRST teams were working together.

Marion Guillerminet, Group Management Assistant, points out *“users got to grips with the new version easily thanks to the new, more user-friendly, interface”*.

She is also satisfied with DATAFIRST's level of service: *“we had great support from the DATAFIRST team during the migration, everything went well.”*

Benefits of the new version

For Marion Guillerminet: *“the assets of the new version benefit receiving agents in particularly.”*

Indeed, she confirms that the new features enable: *“a considerable saving in time for the receiving agents thanks to all the customer information grouped together on a same screen.”*

Referring to specific features which improve the day-to-day work of the receiving agents: *“access to all customer background with the chassis number, more direct access to all vehicle recall campaigns, simplified process for the guarantees.”*

Furthermore, she adds that: *“the PDF printing function is very useful; we can easily send a document to a customer via email. It avoids scanning and printing, so it’s important in terms of saving time.”*

In addition as a manager, she likes the new feature making it easier to switch from one company to another: *“we appreciate being able to switch between two companies without logging out.”*

According to Marion Guillerminet, activities’ reporting has also been improved: *“The reporting tables are more manageable and we now have the possibility to modify or save a report while staying in the DMS”.*

According to the shop manager of Bougault Saint-Etienne Garage, the new version in color makes it easier to move around the screen. According to him *“the software is more friendly and the interface simpler. In addition, the integrated table is more useful, no need to use Excel and to exit the DMS”.*

He also says that: *« the new version of the DMS means time can be saved thanks to an improved navigation with less clicks.”*

To conclude, Marion Guillerminet and Bougault SA team are satisfied with the new DMS version: *“It includes many improvements facilitating work and enabling us to be more efficient”.*