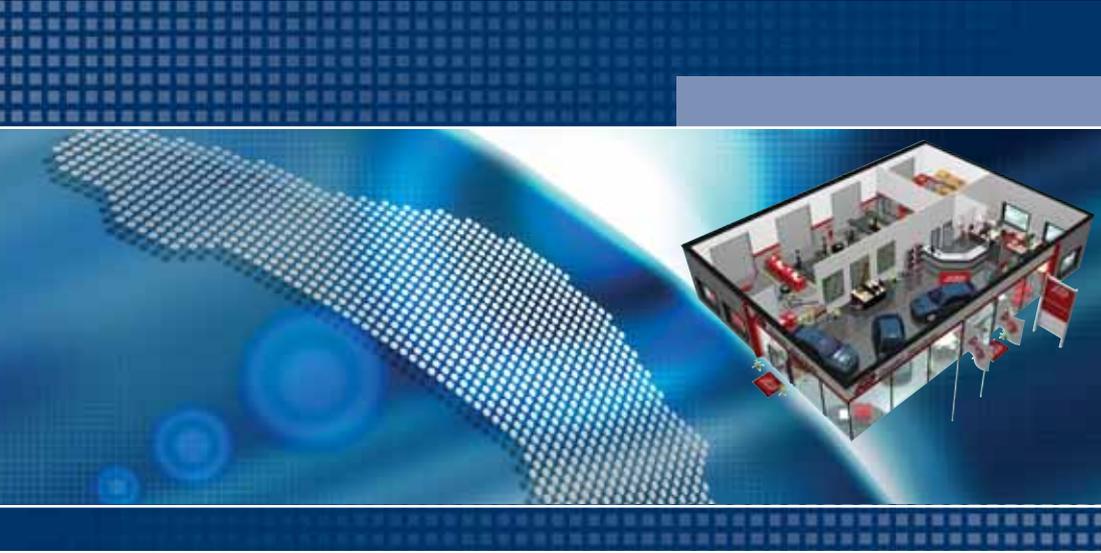




CREATING YOUR BUSINESS ADVANTAGE



# Autoline Dealer Management System

*'Autoline is successfully used by over 4,000 dealers in 45 countries.'*

# Autoline from ADP

## Creating your Business Advantage

Autoline has been developed progressively over 30 years and is used by more than 4,000 dealers in 45 countries around the world, of which over 2,500 are UK based. Designed to increase business efficiency for its users, Autoline delivers a fully integrated approach to dealer management, with all key business operations built into a single powerful software solution.

### Flexible and adaptable

Autoline meets the needs of all vehicle dealerships, from single site, single franchise organisations through to the large multi-franchise groups operating multiple locations.

### Extensive manufacturer and third party interfaces

ADP understands that a dealer management system is a vital component in the business of managing the supply of vehicles and parts - from the manufacturers through to the customer. Autoline has the capability to integrate with a wide range of manufacturer-specific and third party interfaces and data sources. By providing these interfaces, Autoline eliminates the need for a user to access stand-alone systems or re-key data to complete transactions.

### World class credentials

ADP has established successful long-term commercial and technical partnerships with many leading manufacturers. As a result, Autoline is one of the world's most widely manufacturer-endorsed dealer management systems.

### Achieving success

Autoline has been designed to meet the needs of both the dealer and its customers, helping control and reduce costs, increase sales and improve customer service. Autoline can make a difference to every department - whether the objective is increasing workshop efficiency, reducing the cost of managing loan cars, growing sales via marketing campaigns, maximising vehicle sales profitability or reducing parts stocking costs.





# The power of Autoline

## Delivering the best customer service – with instant information

Key customer information is available at the click of a mouse. A simple desktop view presents as much or as little detail as required when processing transactions or responding to enquiries.

## Understanding the value of each customer

Autoline provides vital information about the amount that each customer spends on vehicles, servicing and parts, together with details of their purchases. This information can be used to identify further business opportunities with the customer.

## Working more effectively and productively

Autoline integrates the operational areas of the business, minimising repetitive tasks and avoiding duplicate data entry.

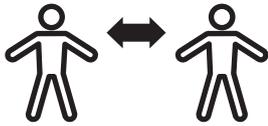
## Maximising the value of every customer contact

Tools within Autoline help to 'up sell' specific additional products and services to meet customer needs and generate additional revenue and profitability.

## Managing the business efficiently and profitably

Autoline's highly developed processes have been designed to support all the day-to-day trading operations. The system handles both the routine and any demanding or complex requirements.

# Customer Relationship Management (CRM)



At the heart of Autoline is the CRM module - a comprehensive marketing tool designed to manage the business processes that increase customer satisfaction and improve sales performance. CRM enables dealers to manage contacts, enquiries, sales transactions, marketing campaigns and CSI feedback.

## Understanding your customer

- Autoline provides a single customer and vehicle database that is used across the entire dealership
- All customer information that has been captured and updated in CRM is shared throughout Autoline. The objective is for all users to have an accurate, up-to-date view of customer activities and history.
- Customers can be easily grouped together for the purpose of running targeted marketing campaigns and analysing their value to the business

## Effective customer communication

- The Autoline 'My Desktop' view is used to capture and analyse customer and prospect information. It also provides a list of daily activities including customer communications, appointments, tasks and follow-ups.
- The system supports email, letter, fax or text messaging. The preferred contact methods can be recorded against the customer's casefile.

## Simple control of the CRM process

- Autoline provides automated user actions and follow-up activities, such as contacting a customer following a quotation or sending an MOT or service reminder. These tools help to increase customer loyalty and maximise sales opportunities.
- CRM supports CSI and complaint handling processes as standard. Automatic escalation procedures help to ensure that all customer issues are successfully resolved.

*'Autoline's strength is in maintaining strong customer communications, which is vital in creating profitable long-term relationships.'*

# Vehicle Management

Autoline includes a suite of tools to manage all aspects of vehicle sales and stock management. These cover showroom operations, sales administration, stock control and accounting for new and used vehicles.

## Create a virtual showroom

- The Autoline Showroom module can be tailored to the dealer, or if appropriate, the individual salesperson's requirements, in order to support specific sales processes and levels of control.
- The system utilises manufacturer, third party, or manually created vehicle specification data. This ensures continuity of source information for use throughout Autoline - essential when configuring a vehicle to a customer's exact requirements.
- Images, presentations and websites can be linked to both vehicles and accessories. These tools can be used during the sales process to make the customer buying experience more professional and visually effective.

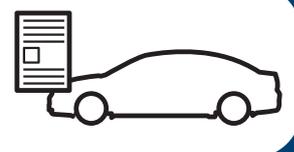
## Maximise the profit from every sale

- The profitability of an order can be viewed throughout the sales process and maximised using flexible 'back office' optimisation tools.
- Pre-defined links can be established between specific vehicles and related accessories. This helps to ensure that every sales opportunity is accurately represented.
- A wide variety of finance schemes such as hire purchase and contract style leasing are all catered for within Autoline. These can be optimised within the sales process to maximise profitability and to meet the customer's individual requirements.

## Easy administration of vehicle sales and stock

- Autoline makes use of back-office administration functions which are automatically updated from the vehicle sale transaction data. These remove the need for double-keying of data which reduces the risk of errors and saves valuable time.
- The system holds a complete audit trail of all amendments made to each vehicle record.
- Autoline controls stock movement, inter-company transfers, stock value write-down and can provide a detailed cost/profit analysis for each vehicle.

*'Autoline enables a dealer to sell more vehicles and maximise the profit from each sale.'*



# Service Management



Autoline incorporates comprehensive tools for managing a dealership's servicing and workshop operations. Repair orders are created, managed and invoiced within the Point of Sale module. The user is provided with a consistent view of all work in progress jobs which operate seamlessly with the Workshop Management and CRM modules.

## Repair order facilities

- Autoline provides total flexibility in compiling repair orders, using a combination of parts, labour, menu pricing, sublet work, oils and consumables.
- A wide range of service pricing arrangements can be configured within the Autoline system with optional customer categories, price levels, discounts and special contract terms.
- Fixed price repair terms or negotiated discounts can be set using a controlled process to maintain profit levels.
- Customers can be provided with a detailed breakdown of the repairs undertaken on their vehicle.
- Autoline manages any sublet work undertaken by third parties. This can be included within the price of the repair order. The order and payment for these services are integrated to the supplier accounts.

## Multiple invoicing solutions

- Related repairs such as warranty and service contracts can be grouped together to provide a menu price layout.
- Autoline can produce separate invoices for different requirements on the same repair order. These are charged to specified sales ledger accounts to accommodate warranty claims, manufacturer initiatives and internal charges.
- Autoline automatically updates sales history to the relevant accounts for onward analysis.
- Service history and reminder information is automatically updated by the invoicing process. This information populates the CRM record which is available to all users.

## Loan vehicle management

- Autoline provides an integrated loan vehicle booking function. This enables the reservation of a loan vehicle to take place at the same time as a service or repair booking.
- All booking information available is displayed in a simple easy-to-use colour-coded calendar.
- Key details such as mileage, fuel level, damage and driver licence details are recorded on vehicle collection and return. This helps to ensure that any unexpected costs can be identified and recovered.

*'Autoline supports a dealership in looking after its customers and their vehicles professionally and efficiently.'*

# Workshop Management

Autoline Workshop Management has been designed to optimise workshop capacity by simplifying how the technicians, skills, repair and service types and loan vehicle resources are allocated.

The system provides real-time visibility and control of all repair activities. Close monitoring of workshop activity can have a positive effect on both revenue generated and profitability.

## Maximising workshop capacity

- Autoline uses pre-defined shift patterns, teams, skills and efficiencies to accurately calculate workshop capacity.
- Servicing and repair work can be booked in quickly - with or without a loan vehicle.
- The booking-in process automatically allocates repairs to the most appropriate technicians. This ensures maximum utilisation of available workshop hours.
- Autoline provides a holiday planner to view, add or alter absences. Workshop capacity is automatically reduced when technicians have absences booked.

## Effective control of technician's time

- Technicians can use a touch screen, keyboard or PDA to record activity.
- The system can provide for 24-hour operations.
- Workshop controllers have real time visibility of all workshop activity, repair order progress and unused capacity.
- Non arrivals or delayed repairs are colour-coded for easy identification.
- Customers can be advised of repair progress or completion via text message.

## Increasing workshop performance

- Autoline provides real time management information for workshop controllers via a visual reporting tool.
- Workshop Management reports focus on the day-to-day control of technician productivity with a detailed breakdown of attended and charged-out time, idle time, absences and holidays.
- Key performance indicator reports provide graphical illustrations of utilisation, efficiency, productivity and labour recovery rates across different teams and locations.

*'Autoline Workshop Management helps to ensure that the workshop and its resources are managed and used effectively.'*



# Parts Management



Autoline incorporates comprehensive functionality to manage parts sales, stock management and purchasing. The system provides structured processes and rich functionality to manage the wide variety of transaction types faced by a parts department. These are all directed towards providing a quality service to the customer.

## Stock management tools

- Autoline has the capability to manage stock using a combination of factors, including franchise indicators, locations, product groups, suppliers, re-order categories and discount codes.
- The system provides a real-time stock situation for each part number, including orders, customer reservations, delivery information and free stock available.
- Autoline supports best practice processes for stock checking, including perpetual inventory management.
- The system provides direct interfaces to vehicle manufacturer price files.\*

## Manage the buying and selling of parts

- Autoline is able to handle an extensive variety of transaction types including optional customer and order categories, price levels, discounts, special contracts and multiple currencies.
- High levels of control ensure that correct prices are charged for each type of customer and transaction type.
- Every part sale transaction is recorded to ensure that future stocking requirements are based on realistic demand patterns to maximise availability and stock turnaround.

## Advanced parts management

- Autoline supports vehicle manufacturer interfaces for electronic submission and receipt of stock orders.\*
- The system provides seamless inter-company stock ordering and receipt processes. These functions help to maximise dealer group stock purchasing terms and reduce stock obsolescence.
- Autoline includes a range of warehousing facilities which enable the easy management of picking, packing, delivery and invoicing for bulk supply or wholesale operations.

\*Specific details of facilities for particular franchises are available on request.

*‘Autoline will manage the parts department to maximise return and provide a quality service.’*

# Financial Management

Autoline can support the accounting requirements of small, single site dealerships through to large multi-company, multi-currency financial requirements. A key strength of Autoline is being able to view the financial position of the entire dealership, department or cost centre quickly, with the ability to drill-down into detailed information when required.

## Control of finances

- The accounting modules work seamlessly with other areas of Autoline to ensure that day-to-day control issues such as credit limits and payment terms are maintained.
- All supplier transactions can be located centrally including sundry purchases. These are controlled by strict authorisation processes.
- Purchase invoices can be scanned and electronically approved and the system can be set up to print cheques, in addition to remittance advice notes.
- Autoline has the facility to email statements to credit account customers and includes a process-led credit chase option.

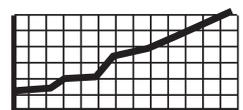
## Visibility of financial information

- The financial position of a dealership, a department or an individual cost centre, can be quickly accessed using a system-wide drill-down tool.
- Copies of system generated invoices and inbound documents can be easily retrieved via the document management tools.
- The Autoline Management Accounts facility provides a wide number of summary views and cross-tabular information and the ability to drill-down to the precise details of specific transactions.

## Advanced accounting

- Autoline has a comprehensive tax coding structure which can be tailored to specific requirements. This is supported by full reporting and on-screen tax reconciliation facilities.
- The system supports common accounting practices in addition to the more regulated requirements adopted in some countries.
- Autoline includes a comprehensive integrated fixed asset module which supports the management of asset types, valuation, location and depreciation calculations.
- The accounting modules can be installed to support a wide variety of company trading models ranging from one or more legal entities through to complex divisional or multi-company groups.

*‘Autoline’s routines and processes provide a highly controlled and accurate financial environment.’*



# Management Information



A key element of Autoline is its ability to measure, compare, analyse and report using up-to-date information. The system is designed to support the day-to-day management of a dealership and to help with planning and forecasting.

More than a hundred reports covering all aspects of the business are included as standard within Autoline. If other information is required with greater detail or covering more complex data, there is an exceptionally powerful report generator tool to enable users to create specific reports and analyses.

## Management through measurement

- Comprehensive tools to help monitor and control sales teams effectively.
- Statistical information on an operator's activities, such as enquiries handled, test drives booked, quotations raised and orders taken.
- A spend analysis feature which shows the value of each customer to the business.

## Distribute business-critical information

- Complete integration within Autoline ensures that information collected throughout the system can be accessed and reported on immediately.
- Tools are available to set the time and frequency at which specified reports are automatically produced and the distribution method to be used.
- Management reports can be represented in a number of ways and sent directly to a printer or distributed via email or to a web browser.
- 'Drill-down' reports provide the top level management information with further details or documentation accessed by 'clicking' on the relevant area.

## Easy access to data

- Access to management information can also be achieved through the industry-standard database access ODBC. This facility is aimed at large organisations who have 'in-house' reporting tools and resources.
- Autoline can export information in a variety of formats for use in data exchange situations with third parties.

*'Autoline has advanced reporting tools to analyse, manage and help move the business forward.'*

# Autoline from ADP

## Creating Your Business Advantage

### The product

- A fully integrated solution - helps manage all areas of a dealer's business from workshop to showroom, customer service to parts, and marketing to finance.
- Third party interfaces - a comprehensive range including used vehicle valuations, post code address look-up, used vehicle provenance checking, links to independent finance providers and bodyshop estimating.
- Integrated contact centre solution - improves customer satisfaction levels and increases the up-selling opportunities for additional products and services.
- Integrated showroom solution - easy access to sale-critical data, vehicle configurations, financing options, vehicle checks, an FSA compliance tool and a deal optimiser.
- Advanced Workshop Management – greater visibility throughout the business of workshop activity and the ability to quickly change or add jobs to a work schedule.

### The organisation

- Flexible implementations - capability to deploy dealer management systems for small independent dealerships through to the UK's largest dealer groups.
- Dedicated research and development department - continually improving and enhancing the Autoline solution.
- A large team of motor industry-experienced project managers and implementation consultants - specialisations in CRM, finance, parts, service and vehicle sales.
- An extensive team of support analysts - many from motor industry backgrounds.

### The manufacturer relationships

- Long standing relationships with the major vehicle manufacturers – ensuring their needs and the dealer's needs are met now and in the future.
- New interfaces - ADP are continually working with the manufacturers on the development of future manufacturer integration solutions
- Direct integration with manufacturer systems - Autoline's interface integrate with the latest manufacturer systems, making each dealer 'future-proof'.
- More manufacturer endorsements than any other DMS - making it the ideal solution for dealers representing more than one brand.

### For all your IT requirements

ADP is much more than just a dealer management solutions provider. Through a dedicated IT Services division, ADP is able to offer a competitively priced portfolio of IT solutions using the latest technology from industry leading manufacturers, coupled with extensive support and services.

- Servers and Hosting
- Managed Networks
- Telephony and Convergence Solutions
- Printing Solutions and Consumables
- PCs and Laptops





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