

# Service Operation Codes

Save Time and Ensure your Operation Codes are always Current

Provide Instant and Accurate Quotes for Scheduled Services

Unleash the Power of ERA Forecasting

**Every time a new model is released, do your staff spend hours entering service information to maintain old Service Codes? Do your current Service Operation Codes contain meaningful data, or simply identify the vehicle and the service?**

Pentana Solutions supply Service Operation Codes developed to manufacturer's specifications, and maintain them every time a vehicle is released or modified. This ensures your ERA system is up to date and revenue is not lost due to service code leaks not being captured. The codes go beyond identifying the service – they contain meaningful data, including technician's instructions, parts, petrol, oils, lubricants and labour times.

All operation code data contains forecasting parameters enabling you to utilise ERAnet to accurately identify the vehicle due for servicing to proactively target those customers.

*The Pentana Solutions professional installation process includes:*

- Staff training and familiarization
- Conversion of existing setups to utilise the new data including updating vehicle model maintenance code
- Setup of the codes to suit your particular requirements
- Documentation
- On-Site assistance by a trained professional available

*Service Operation Codes are currently supported for:*

- |              |                 |
|--------------|-----------------|
| • Audi       | • Peugeot       |
| • GM Daewoo  | • Subaru        |
| • Kia        | • Daihatsu      |
| • Mitsubishi | • Hyundai       |
| • Renault    | • Mazda         |
| • Volkswagen | • Porsche       |
| • Alfa Romeo | • Suzuki        |
| • Holden     | • Ford          |
| • Land Rover | • Jaguar        |
| • Nissan     | • Mercedes Benz |
| • SAAB       | • Proton        |
| • Chrysler   | • Toyota        |
| • Honda      | • Lexus         |

## Super Benefits

- Accurate menu pricing
- Eliminate 'profit leaks' from the Service Department
- Ensures every service conforms with manufacturer's specifications
- Enables improved service forecasting
- Clean up your Service Department data
- Improve your customer service skill, not your data entry skills
- Implements consistency in your operation code format allowing for accurate reporting

## Fast Facts

- Application and integration of the data across your system
- Instructions, parts, oils, lubricants and labour information for each model
- Comprehensive service data for all models and variants from 1995 onward
- Modifications to existing models
- All new models, loaded onto your system as soon as they are released

**For more information please contact [marketing@pentanasolutions.com](mailto:marketing@pentanasolutions.com)**

