



## CIO DealerPRO Update – October 2010



As the Chief Information Officer at Pentana Solutions, I am writing to you to share the latest update on the exciting new enhancements to DealerPRO, which will be available soon for your dealership.

Over the last few months we have spent over 5,000 hours working on the DealerPRO platform to provide you with a reliable and feature rich product that is focused towards operability, with a dealership in a bid to increase business process efficiency. The latest release of DealerPRO is currently in pilot stage with several dealers and will be ready for general release later this year.

I am absolutely delighted with the progress that has been made and with the enhancements in this release and can't wait to roll this out to all our DealerPRO customers. We just have a few more final checks to do. We will keep you informed.

### Why am I excited about this release?

We took a back-to-basics approach with this release; focusing on the core business functions within a dealership, and look to reduce waste within the operation of your business, providing ease of use. Whilst there has been a large amount of work in all areas; I have highlighted some of the key areas for you below:

#### *Integrated Showroom*

The Showroom module has been completely revised from the ground up to focus on the usability and operability to better suit the vehicle sale process. This includes:

- Improved ability with the capturing of prospect information
- Consolidated worksheet using logical process for building deals for price book, viewing inventory, adding options/accessories, processing aftermarket, etc
- Complete redesign of linked stock in showroom; providing you with the ability to sell multiple vehicle items on one proposal; primarily for Ag, Marine, Truck, etc
- New taxation engine providing seamless flexibility to dealerships. This includes a customer offer capability for the automatic revision of government and on road charges, by state, customer type, low consumption rates and revised the calculation of on roads costs
- Revised methods for the allocation and attachment of stock
- Revamped cost analysis screen to display profit, margin and costs correctly to enable you to maximise your profit
- New print function that dynamically selects correct contracts and forms according to state, including Policebook
- Ability to process the vehicle sale through to accounting

- Better customer retention through improved CRM functions that enable you to
  - Better manage your prospects through the use of diary for reminders and follow up
  - Conduct and manage marketing schedules, including mailshots and marketing letters, to enable you to focus on customer retention

### *Fixed Operations*

We have continued the functional work within Parts and Service by providing much more operability during the day-to-day operations, to ensure that efficiencies can be found. Some of this work includes:

- Increase in the document number ranges from 6 to 11 characters to provide more capacity with document ranges
- Enhancements to the RO booking process, flexibility with operation code setups to suit your needs, along with improvements in various configuration screens, such as sales code grouping and sorting functionality, where the grid area has been enlarged to allow for easier setup, maintenance and checking of sale codes
- Enhancements to the RO closeout process, with simplified preview and enquiry functionality, improved RO totals screen that has been simplified and refined to ensure it is easier to understand and improved loan car facilities
- Maintenance changes have been made to ensure that it is easier to manage and control your Service department, along with revised productivity reporting and improved security features for management for credits
- Stocktake enhancements that provide you with much more efficiencies during the process to save time and adjust items dynamically when found. Security enhancements to prevent the incorrect processing adjustments. Simplified reporting to consolidate sort count sheets, saving time and effort
- Stock order calculations enhancements have been made with history vs. min/max, along with inquiry screen changes to accommodate these changes

### *Optional Products Available*

Listed below are some of the optional products that will be available for you to purchase with this new release. They are:

**Pre-Delivery module** - a complete system that links to the Showroom and Service systems for tracking of all sold vehicles prior to delivery

**SMSLink** - allowing you to text your customers directly from your system

**Carsales lead integration** – integrates leads from carsales.com.au into your DealerPRO system

**AddressLink** - – Data retrieval and validation of the customer telephone and address begin immediately when the software is installed and activated

**Data Purification** - provides data purification in DealerPRO and ensures valid descriptions can be assigned to vehicles in inventory

**DocuSmart** - Print Fax Email will replace existing printer based Forms Solutions by storing forms on a central server and generating Portable Document Format (PDF) as the primary document type for electronic distribution.

## Factory Interfaces

We have been investing a large amount of time in developing factory interfaces for our customers, to provide you with better integration with the factory and your business. I have listed a few examples below, but there are many more:

- *Holden Trade Parts*
- *Nissan Campaigns*
- *Hino Stock Order Download*
- *Honda Vehicle Pricing*
- *Nissan Vehicle Pricing*
- *Nissan Vehicle Ordering*
- *Honda Vehicle Ordering*
- *Volvo Service History*
- *MB Parts Locator and Ordering to sftp*
- *Nissan SIRS*
- *Honda Vehicle Orders*
- *Ford DSB Replacement - Vehicle Ordering*
- *Toyota Data hub Vehicle Pricing*

## Products in the pipeline.....

We have the following products in the pipeline for DealerPRO in future releases.

**CLERA for DealerPRO** - Real time parts trading between other dealers who are also using CLERA. This solution allows for up to the minute stock enquiries and purchasing, creating efficiencies in both Dealerships, by eliminating manual order books.

**Drivers Licence Scanning** – provides integration into Reception, LoanCar, Entity Maintenance. Scan card and verifies the data onscreen prior to submission.

**Fleet Advisor** - Complete transparency in your fleet department.

The dealership is now able to target market three different entities and increase your sales:

- ✓ Car owner
- ✓ Business
- ✓ Fleet Company

**Service Scheduler** - is a workshop control solution that is integrated to DealerPRO to assist Service departments in the dealership to manage the following areas:

- ✓ Manage repair order jobs and status;
- ✓ Back order Parts;
- ✓ Service bookings;
- ✓ Loan car and courtesy bus schedules
- ✓ Wait Services and road test schedules

To learn more about the enhancements in the latest version of DealerPRO,-please contact your Account Manager <<Paul Johnston >>on <<0406 382 973>> or email [marketing@pentanasolutions.com](mailto:marketing@pentanasolutions.com)

Regards

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