



eraPower™
APPS

SERVICE
CONCIERGE

Delivers a unique and personal experience to
your customers

pentana
SOLUTIONS



SERVICE CONCIERGE

Service Concierge, an eraPower App, will revolutionise your dealership and customer engagement by providing **speed, accuracy and consistency** across your Service Department. To maximise the benefits of your eraPower Dealer Management System, the Service Concierge app further delivers a unique experience to your customers with these features:



Personalised check-in

Provide a personalised service to your customers on the driveway



Minimise data entry

Update customers, vehicles and appointments data in real time



Time & cost savings

Increase efficiency and reduce costs without having to pre-print Repair Orders



Increase aftersales profits

Upsell and increase average Repair Order values with ease



Image capture

Minimise dealer liability for perceived damage by capturing & storing images of vehicle *prior* to entry into your Service Department



Enhance customer experience

Improve customer satisfaction with the ability to view and discuss service history and vehicle condition

“ Based on our Global Customer Satisfaction Survey, **94%** of our customers would recommend eraPower. ”





pentana
SOLUTIONS



eraPower[™]
APPS

LOAN CAR

| LOAN CAR

Pentana Solutions' eraPower app, **Loan Car** provides efficient and consistent business processes across your dealership. Designed with your customer experience in mind, **Loan Car** seamlessly captures valuable customer and vehicle information in real-time when delivering a loan vehicle during service.

The **Loan Car** app empowers your staff to better manage the movement and performance of loan vehicles within your dealership by providing these benefits:

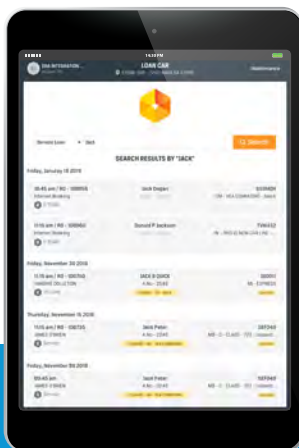
Seamless Integration	Fully integrated to eraPower Dealer Management System and Service Concierge eraPower App
Mobility	Provide personalised customer service and significantly reduce customer wait time
Transparency	Manage loan vehicle inventory in real-time
Paperless	Capture data electronically and avoid manual processes
Automated Charges	Automate relevant fuel and/or loan charges
Auditing/Infringement	Reduce dealership liability by providing full audit capability on damage management and fine management

FOLLOW THESE SIMPLE STEPS:

1

Select the customer

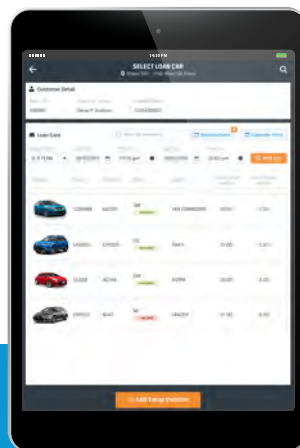
- ✓ Link to service appointments and repair orders



2

Choose a loan vehicle

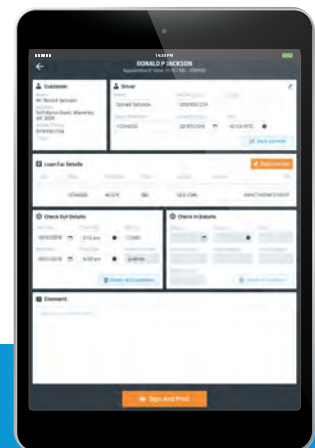
- ✓ Customised user view
- ✓ Add a temporary loan vehicle on the fly



3

Complete agreement

- ✓ Drivers license scanning
- ✓ Vehicle damage inspections
- ✓ Electronic signature capture



CONTACT US FOR A DEMONSTRATION