

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. ”

