soft-analytics

Facts. Facts. Facts.

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automobile business solutions

PARTS MANAGEMENT

APPOINTMENT PLANNING

CUSTOMER RELATIONSHIP MANAGEMENT

ANALYSIS

WORKSHOP MANAGEMENT

FLEET MANAGEMENT

BUSINESS ORGANIZATION
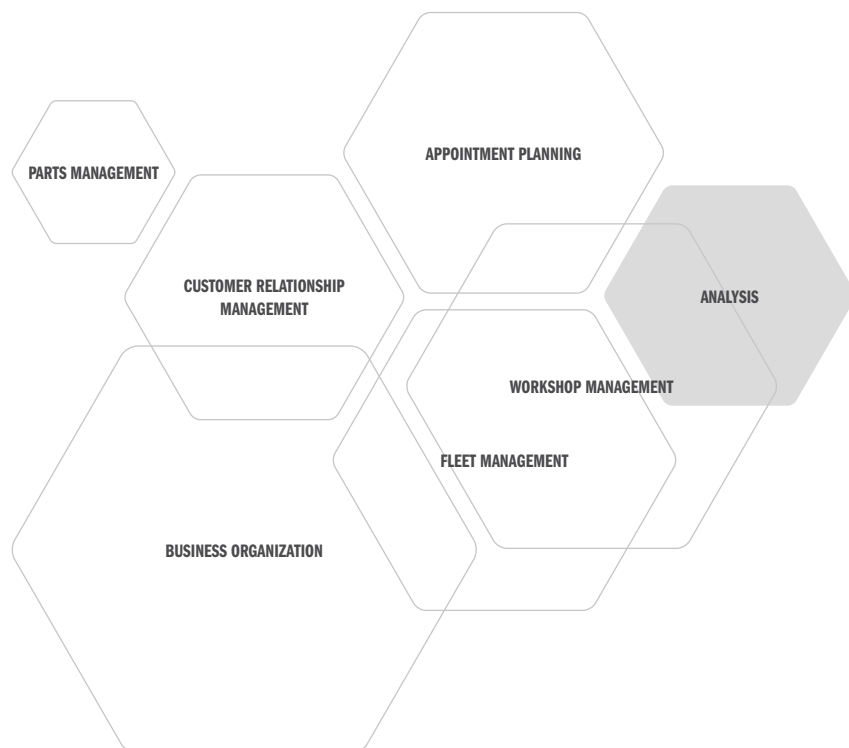
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Fake news and reading the tea leaves really don't cut it if you want to know how the processes in your dealership actually work. And what potential you may discover for additional profit. Think about your tyre storage: How could you calculate your next tyre pre-order with greater accuracy? Do you know the current warehousing procedures at all of your sites? And what proportion of obsolete stock are you carrying? Or think about your appointment evaluations. Isn't there room for improvement? Do you know the job value quantity for each appointment or the split of different types of appointment? Do you have an overview of average appointment lead times and repeat appointment quotas? Do you evaluate the replacement vehicles used, do you qualify your customer data?

soft-analytics will provide you with all this information and will answer all your questions. Web-based, scaleable and user-friendly, the application offers you a visual display of all SOFT-SOLUTIONS data and provides you with extensive analyses and evaluations in detail and in real time – detailed facts to identify and utilise unused potential.

And this is how it works:

- soft-analytics offers comprehensive analysis and trenchant representation of your data, based on your SOFT-SOLUTIONS content, currently focusing on soft-wheeler and soft-planning
- first, the automatic data upload will take place from SOFT-SOLUTIONS
- branches, time intervals and content to be evaluated can be freely defined, selected and indi-vidually combined
- targeted data output will be generated according to the selected detailed evaluation group.

A. You can comprehensively analyse the potential in regard to tyre storage:

- Tyre storage/data quality
- Wheels/objects for each branch
- Storage trends.

B. You can comprehensively analyse the potential in the following areas:

- Appointment split & quality
- Planning behaviour
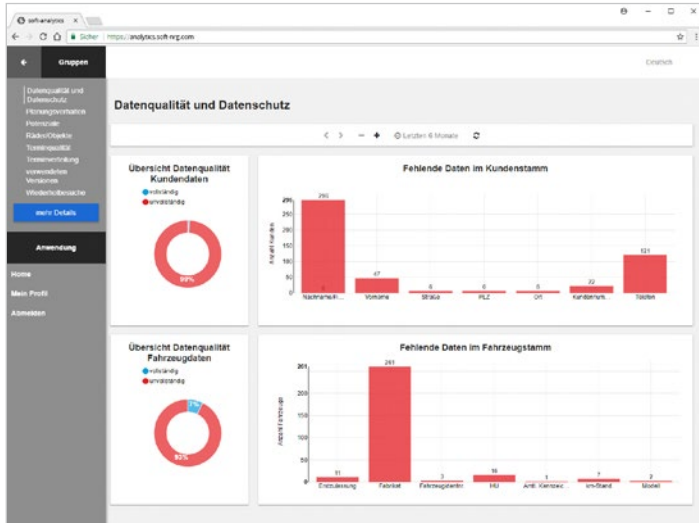- Data quality & data protection status.

The benefits are clear:

For genuine planning in and for your tyre storage facilities, for realistic turnover expectations and robust potential analysis you now have precise, valid data to hand. Depending on your questioning and your perspective, you can make a full enquiry into the topic of wheels and tyres. And like a viewfinder on a camera, you can select your focus on an individual basis and enlarge every detail according to your needs.

The advantages for appointment planning are clear: You've always wanted to know what the appointment split is like – daily, hourly or monthly, by service advisor or linked to a DMS connection. Or the frequency of use per replacement vehicle, the average appointment lead time or the relevant job value total – per appointment, service advisor, working day or month. Questions, question, question. Now, we're finally at that point. You can find out everything you never dared ask about the processes within your service organisation...

You can download further information on the various software solutions from **www.soft-nrg.de/en/documents**

The evaluation group **"Data quality and data protection"** includes:

- Diagram overview customer data quality
- Evaluation of missing customer information
- Diagram overview data quality vehicle master
- Evaluation of the missing data in the vehicle master
- Diagram overview data privacy policy (available/missing)
- Overview of the distribution of the data privacy status

Evaluation group **"Wheels/objects"** includes:

- Storage status for the selected period
- List of the stored warehouse goods
- Split of the recorded profile depths
- Listing of the storage duration in three categories
- Split of tyre ages based on DOT
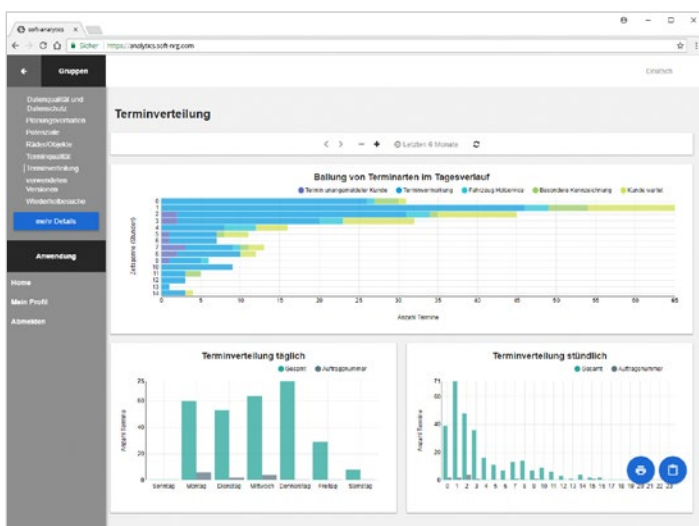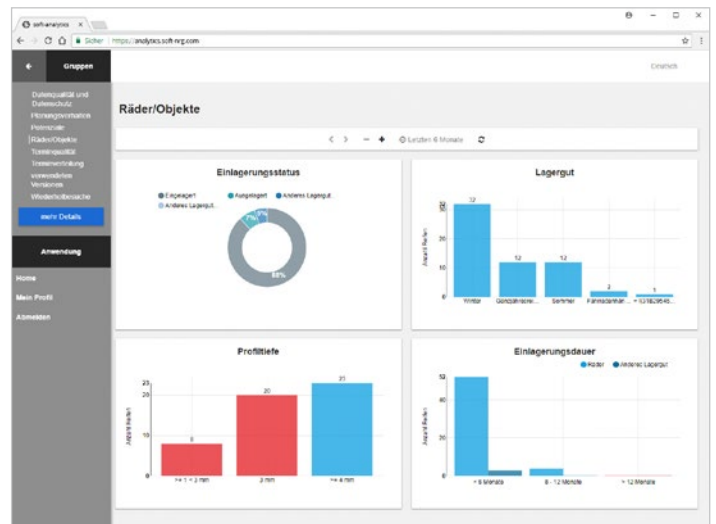
Evaluation group **"Appointment split"** includes:

- Number of appointment types and sub-totals
- Appointment split on a monthly, daily and hourly basis with a comparison with the share of appointments with DMS connection
- Number of appointments per service advisor on average with min. and max. Value
- Comparison of all appointments in total and share without DMS connection per day and group

SOFT-SOLUTIONS

soft-planning

Service appointment planning taking into account the check-in intervals of service advisers and workshop capacities.

soft-expert

Comprehensive service appointment planning and management for your specialist departments.

soft-communicator

Opens SOFT-SOLUTIONS and sets up a link to the dealership's telephone system when there is an incoming customer call.

soft-pad

Mobile vehicle check-in functionality on an tablet, including all of the relevant information from soft-planning and soft-expert.

soft-net

Car dealership app that synchronizes and schedules appointments online, while matching customers' requests to your workshop capacity.

soft-agent

Requirement-based support for your workshop for third-party appointment planning.

soft-workshop

Workshop planning with access to existing appointments/orders for the management of the subsequent workshop process step.

soft-clock

Internal controlling module with clocking in/out for recording and identifying all staff, performance and transaction data.

soft-confirm

Web application to notify customers of required order extensions.

soft-wheeler

Organization of seasonal hardtop, tire and wheel stock, including storage, analysis, price calculation and quotation preparation.

soft-rent

Planning of all vehicles to ensure customers remain mobile.

soft-fleet

Management of a dealership's own and external vehicles, e.g. for courtesy cars when customers' cars are being serviced, rental vehicles and vehicles for test drives, including all demonstration cars and company cars or fleets.

soft-troubleizer

Recording, editing and management of all complaints and claims.

soft-marketing

Creation, organization and implementation of customized after-sales marketing campaigns.

soft-welcome

Professional customer presentations and display of marketing campaigns.

soft-messenger

Customer appointment reminders and vehicle progress reports by SMS text message.

soft-forum

Cross-departmental information and messaging system for tracking information and processing steps.

soft-statistics

Statistical analyses of a variety of SOFT-SOLUTIONS for comparison and monitoring purposes.

soft-analytics

Web application to visually prepare SOFT-SOLUTIONS data with extensive analyses and evaluations.

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