

# soft-statistics

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If your aim is to obtain relevant statistics without significant administrative effort, or if your management staff require a tool that will help them identify changes in what customers want at an early stage, thus getting ahead of the competition, soft-statistics is the solution you need.

The period to be investigated can be set individually to permit weekly or monthly comparisons, for example. Figures are obtained that would otherwise not be revealed, and you can measure your performance against other dealerships by comparing like with like. Before statistics can make sense of the situation, you need the means to produce them.

- Production of service statistics with a minimum of administrative effort to help assess service quality and carry out comparisons between dealerships
- Ease of use with selection of the statistical period to be investigated (daily, weekly, monthly or annual results)
- Detailed analyses of relevant topics such as the number of cases dealt with by service advisers or the utilization of the workshop areas or fleet
- Additional analysis of soft factors that contribute to success, such as the display of how appointments are distributed throughout the day or the age structure of customers' vehicles



You can download further information on the various software solutions from [www.soft-nrg.de/en/documents](http://www.soft-nrg.de/en/documents)



# 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 a 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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