



**soft-expert**

Paint or leather? Truck or trailer? It would be better to plan your specialist department in ...

**soft-nrg**  
automobile business solutions



## soft-expert

Paint or leather? Accessories or upgrading? You can plan all of that better with soft-expert, our tool for specialist departments, commercial vehicles or cases in which service advisers want to make their own appointments. The graphical display of the distribution of operations shows you at a glance what's been planned in when and which workshop departments are involved. More specialist knowledge is required to use this – but an optimized workflow isn't just a matter of chance...

- Configuration of the screen view on the basis of specific specialist areas and their service advisers – ideal for the organization of team concepts and specialist departments
- Template for arranging work-related data or items in a specific sequence for orders that span a number of days in the workshop – typically for areas such as bodywork, trucks or buses
- Graphical display for a quick view of different workshop operations and how they are divided up
- Planning can be carried out on the team, group or mechanic level – for direct control of your mechanics and specialists



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-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-wheeler

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

## soft-agent

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

## 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 or e-mail.

## 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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