



# soft-workshop

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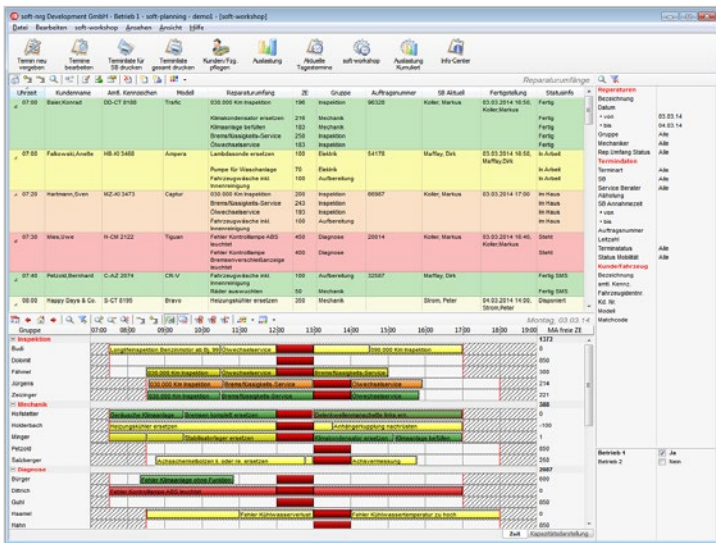
## soft-workshop

Improved customer handling on the basis of detailed workshop-related information. Our workshop planning software module facilitates the dynamic, flexible, resource-saving fine tuning of your workshop services with direct access to existing appointments and orders. This ensures significantly improved management and monitoring of all process steps involved in service provision in the workshop. Planning without the workshop is useless – but a workshop without planning is fatal.

- Electronic workshop planning with access to existing appointments/orders from the soft-planning and soft-expert modules for the management of the subsequent workshop process step.
- Clear display of distribution on the basis of a time bar or a capacity view in bar form with specification of free or used team mechanic capacities
- Easy distribution of repair items with individual work sequences to mechanics – taking into account their qualifications
- Ideal support for the assignment of work by means of a warning monitor with graphical indications of bottlenecks

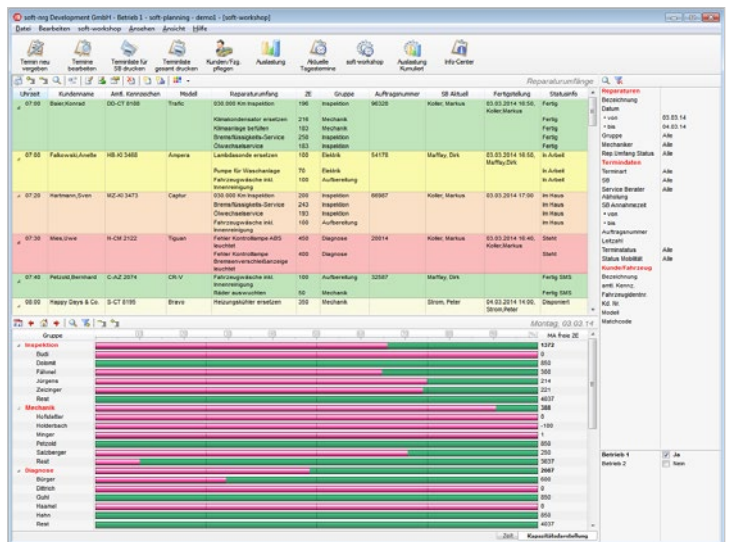


You can download further information on the various software solutions from [www.soft-nrg.de/en/documents](http://www.soft-nrg.de/en/documents)

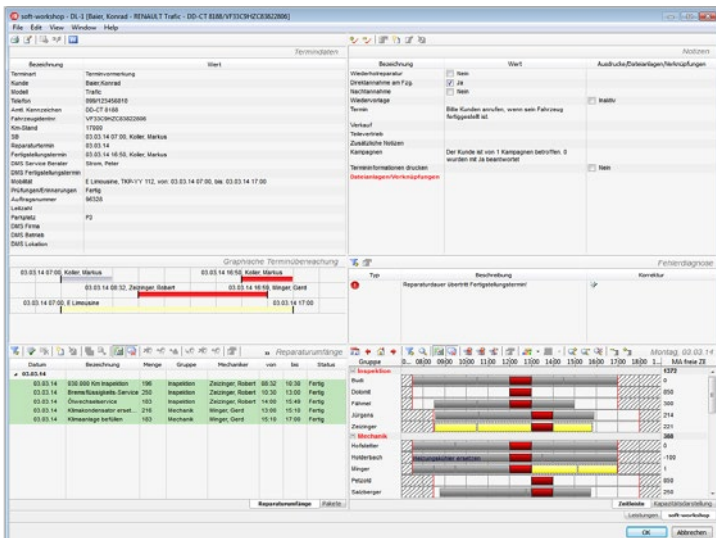


The appointment list displays all scheduled service appointments according to the filter criteria for the current or selected day. All workshop groups and mechanics as well as their corresponding timeline which represents their daily working hours are shown. In this area you can simply edit the respective repair scopes (represented by color segments) via „drag and drop“.

In this area selected repair scopes from the appointment list are represented as capacity compared to the total capacity.



The most important customer-/vehicle data, information about appointment times, mobility and other appointment information, such as notes and hints are visible at a glance. Furthermore, you easily recognize the already allocated repair scopes. You can add new jobs and edit existing ones. With the help of the graphical schedule monitoring and fault diagnosis you can easily identify in real time, whether unwanted overlaps in the allocation of repair scopes (dispatch) occur.



# 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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