

Empowering your Service Functions



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SCHEDULE OPTIMUS FOR AUTOMOBILE INDUSTRY A WHITE PAPER

MARKET GROWTH FOR REPAIR AND MAINTENANCE SERVICES IN AUTOMOBILE industry

- ❑ The aging of the existing automobile population, significant growth in automobile sales, stricter application of government technical inspection and the current structural changes taking place in the market will encourage market demand for auto repair and maintenance equipment and make it one of the most attractive sub sectors in the automotive industry.
- ❑ Industry association representatives are upbeat about continued growth in the repair and maintenance equipment market. Older automobiles will continue to need maintenance services and new automobiles will require more advanced repair and maintenance services thus forcing auto shops to renew and update their equipment to meet consumer demand.

END-USER ANALYSIS

End-users of automotive repair and maintenance equipment can be divided into two major end-user groups:

- ❑ *Independent repair shops and specialized service outlet chains:*
 - This category includes all independent repair shops offering basic mechanical services as well as those that have specialized body & chassis, engine, tire & wheel and electric/electronic equipment repair and maintenance services.
- ❑ *Technical inspection facilities and professional schools.*
 - This category includes those repair shops that specializes in tire & wheel services and that are part of an outlet chain.

The private sector, represented by independent repair shops and specialized repair outlet chains, represents 85 percent of market demand and is the sector, which offers the most opportunities for U.S. companies interested in this sector.

(Source: AUTOMOTIVE REPAIR & MAINTENANCE EQUIP. – SPAIN.
Report Date: 7/29/99 Author: MARIANA VEGA, LYNNEA VANASEK)

KEY CHALLENGES FACED

- ❑ How can I cater to the service levels required by my customers consistently?
- ❑ Is my organization caught in a reactive maintenance spiral?
- ❑ Is my preventive maintenance strategy difficult to plan, organize and control?

- Do I always send the right field service engineer to the right place at the right time?
- Am I optimally scheduling my repair & maintenance activities?
- Are my field service personnel armed with the tools and information to perform maintenance?

SERVICE REQUIREMENTS (REPAIR AND MAINTENANCE)

- Manage jobs from appointment to release.
- Full follow up/reminders for services and future work requirements.
- Web based customer-booking system.
- Technician time recording and reporting.
- Integrated Parts Ordering.
- Comprehensive costing & invoicing of each job card to customer, warranty or any combination.
- SMS or email, as well as letters can send Mailshots, service follow-up, reminders, and confirmation of vehicles & parts availability.
- Ability to create next job card for service future work at release of current job.
- Detailed profitability and efficiency reporting.

SCHEDULE OPTIMUS FOR AUTOMOBILE INDUSTRY

Schedule Optimus Automotive is a comprehensive suite of business applications that allows automotive organizations to manage, synchronize, and coordinate all customer touch points including the Web, call center, field organization, and supplier networks. Schedule Optimus Automotive is designed to meet the most demanding repair service, maintenance service, and Web interaction requirements of automobile companies, and its engineers.

Schedule Optimus Automotive leverages the core Schedule Optimus service functionality (Schedule Optimus CSM, Schedule Optimus FSA, Schedule Optimus Dispatch, and related products) and builds upon it specific functionality that automobile companies require.

SCHEDULE OPTIMUS PRODUCT SUITE FOR SERVICE NEEDS OF AUTOMOBILE INDUSTRY

Schedule Optimus is an end-2-end Web based Service Function Management [SFM] solution. Having Scheduling Engine as its pivot, Schedule Optimus helps Define, Analyze, and Model, Deploy and Assess your servicing requirements. By automatic task generation for the defined services, it dispatches the service requests and allocates the service engineer for the task, thereby reducing the operational costs. Schedule Optimus Preventive Maintenance application provides in-depth scheduling and defining options for the service thrust areas.

❑ **Schedule Optimus Automotive Contact Center**

Schedule Optimus Automotive Contact Center application provides automobile company call center agents with a single, intuitive desktop to manage all customer interactions. The application is well suited for blended call center agents handling inbound customer calls such as estimation details, technical assistance, product information, or roadside assistance as well as outbound customer calls such as telemarketing activities. Schedule Optimus Automotive Call Center is equally appropriate for automobile companies to provide business and technical support to their dealers.

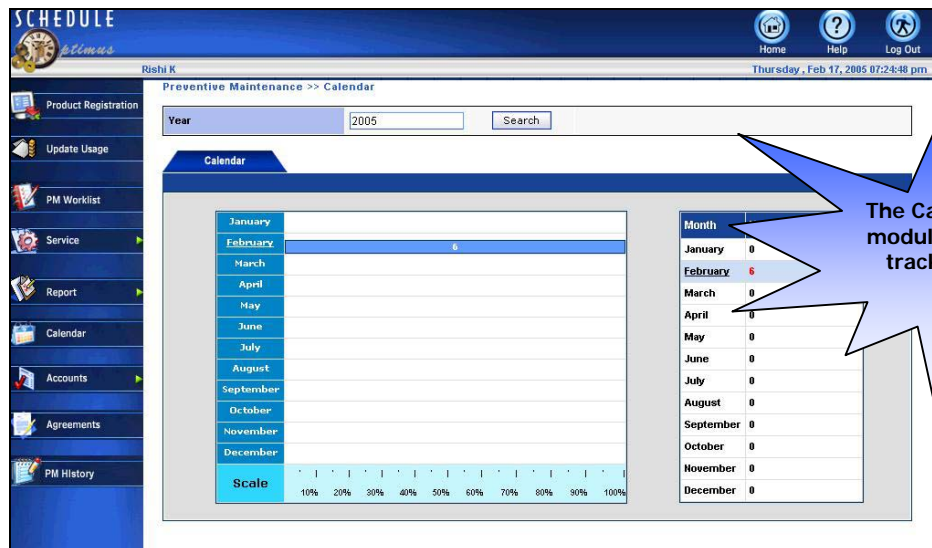
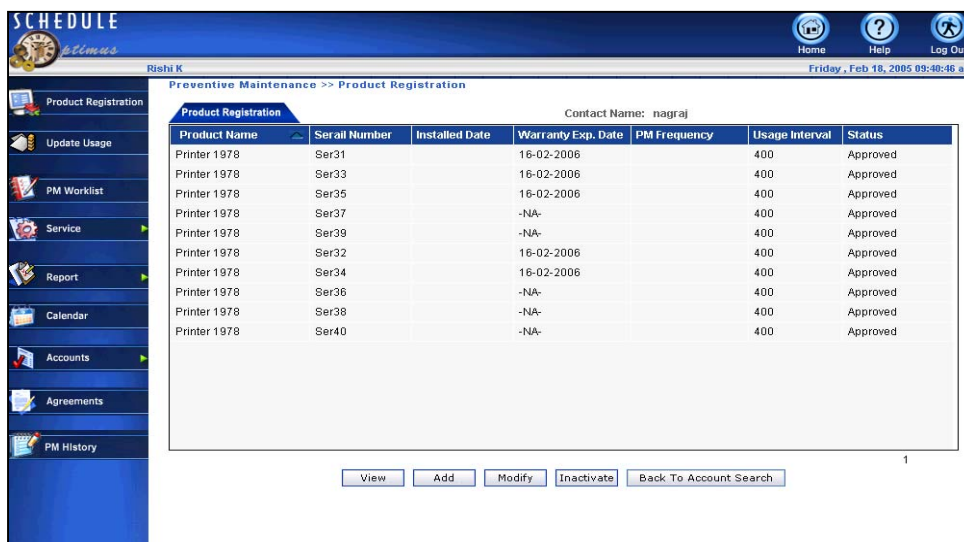
❑ **Schedule Optimus Automotive Service**

Schedule Optimus Automotive Service application is designed to support automobile company and dealership service professionals who capture and resolve customer-reported problems. The application utilizes a number of tools that an agent can use to solve a customer problem in a single interaction. If the event that a problem is not resolved immediately, Schedule Optimus Automotive Service can be used to automatically assign responsibility to the employee, dealer, or service center that is best suited to resolve the problem.

➤ **PM SERVICE**

Schedule Optimus Preventive Maintenance enables the service providers with comprehensive planning and dynamic scheduling of the tasks and resource allocation. It enables the service providers with service requests scheduling that are swiftly executed by the most suitable service engineer. It is designed to optimize strategic enhancement of service delivery initiatives by dynamically allocating the tasks for complex maintenance, repair and service challenges that impact bottom line profitability.

- Estimation of Service & Spare Costs.
- 'Intelligent' Maintenance Scheduling.
- Service Requests Maintenance.
- Managements by alerts and exception.
- Equipment and Maintenance Tracking.

Product Name	Serial Number	Installed Date	Warranty Exp. Date	PM Frequency	Usage Interval	Status
Printer 1978	Ser31		16-02-2006		400	Approved
Printer 1978	Ser33		16-02-2006		400	Approved
Printer 1978	Ser35		16-02-2006		400	Approved
Printer 1978	Ser37		-NA-		400	Approved
Printer 1978	Ser39		-NA-		400	Approved
Printer 1978	Ser32		16-02-2006		400	Approved
Printer 1978	Ser34		16-02-2006		400	Approved
Printer 1978	Ser36		-NA-		400	Approved
Printer 1978	Ser38		-NA-		400	Approved
Printer 1978	Ser40		-NA-		400	Approved

➤ **Repair & Maintenance**

- Quick access to repair history to see when the last service was last performed.
- Provides detailed information such as PM, repairs, parts, and labor.
- Provides a true multichannel communications capability to the customer to initiate and track service activities via collaborative Web interaction, contact center, mobile phones and PDAs.
- Maintains the context and history of the customer 's service interactions across channels and various team members.
- Verifies warranty eligibility at the vehicle or component level when accepting the service request.
- Provides customer service representatives with access to comprehensive customer histories, including vehicle detail, frequently asked questions, and solutions to enable efficient resolution, cross selling, and up-selling.
- Captures product issues and triggers corrective actions to improve product quality and customer satisfaction.
- Provides customer satisfaction survey capabilities via the Web or through traditional mail and phone channels.
- Automatically generates preventive maintenance service reminders for vehicles based on sensor readings or time intervals.

➤ **Resource Allocation and Status**

- In order to schedule the field service technicians in an optimal way, planners need to make fast decisions based on numerous constraints: cost of service, engineer skills and availability, overtime, travel time, etc. Schedule Optimus automates the field service scheduling by considering all the constraints and allocating the most optimal resource for any field service call.

❑ **Schedule Optimus Automotive Mobile Service Engineer**

Schedule Optimus Automotive mobile product brings in the mobile expertise for the service engineers to receive and handle any break calls that requires repair and maintenance service. Provides the engineers with the complete information of the customer, vehicle and the problem. Engineer can solve the problem on the site or move the vehicle to the depot.

➤ **SMS Solution**

Schedule Optimus Automotive provides an SMS solution for the companies to send a service follow-up, reminders, and confirmation of vehicles & parts availability as an email or cost effective SMS.

❑ **Schedule Optimus Automotive Inventory**

Schedule Optimus Inventory ensures that the right spare part is available at the right place, at the right time, in the right condition. It empowers the inventory managers by providing a real time information on the available stock levels and the details of inventory that is not contributing to service levels. Helps in managing the tradeoffs between which parts to stock, which parts are critical and which locations will provide the greatest coverage and utilization. Also empower the inventory personnel to have a detailed information on the Reverse logistics with regard to defective parts which are consolidated, repaired and returned to inventory.

➤ **Salient Features**

- Parts definition & pricing.
- Parts issues from one screen (counter, workshop, vehicles, inter branch, etc.).
- Vendor Management.
- Purchase order generation linked to customers/jobs.
- Sophisticated stock control keeps stock to minimum.
- Provision for performing the audit check and storage of the variances.

❑ **Schedule Optimus eService**

Schedule Optimus Automotive eService provides a complete owner services portal solution that allows car companies to deliver the following benefits to their customers in a secure and personalized manner.

➤ **Salient Features**

- Enables customers to manage their vehicles entire life cycle through web. By registering and tracking their vehicles, customers can receive personalized benefits such as timely product news or alerts and recommendations about scheduled service.
- Provides complete service request management by allowing customers to submit new service requests, track and update open service requests and view agent-recommended solutions.
- Enables customers to provide feedback about their level of satisfaction with their service experience, allowing service managers to gauge the organization 's overall service proficiency and to evaluate the performance of individual service agents.
- Sends customers preventive maintenance reminders for their vehicles.
- Provides an integrated, searchable knowledge base through its FAQ repository and solutions knowledge base, thus reducing the need for a customer to contact a call center agent.

❑ **Schedule Optimus Automotive Analytics**

Schedule Optimus Service Analytics enables automotive organizations to optimize their multichannel service and customer interaction center operations. It provides in-depth insight on resource utilization, service activity and resolution trends, service revenue & costs, and customer satisfaction. Schedule Optimus Service Analytics empowers the entire service organization with a complete, up-to-the-minute picture of customer activity and performance, resulting in improved service levels, increased customer loyalty, and greater revenue opportunities. Gives a detailed analysis of the services performed till date.

➤ **Service Analysis:**

- 38 percent of cars had low or dirty engine oil.
- 54 percent had low tire pressure.
- 28 percent had inadequate cooling protection.
- 19 percent needed new belts.
- 16 percent had dirty air filters.
- 10 percent had low or contaminated brake fluid.



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