

SERVICE

MANAGEMENT SYSTEM



SMS

Time and labor management has always been a challenge for many workshop managers. SMS with its multitude of features bundled in one package; provides you all the tools to make effective use of your two key resources: Workshop & Labor.

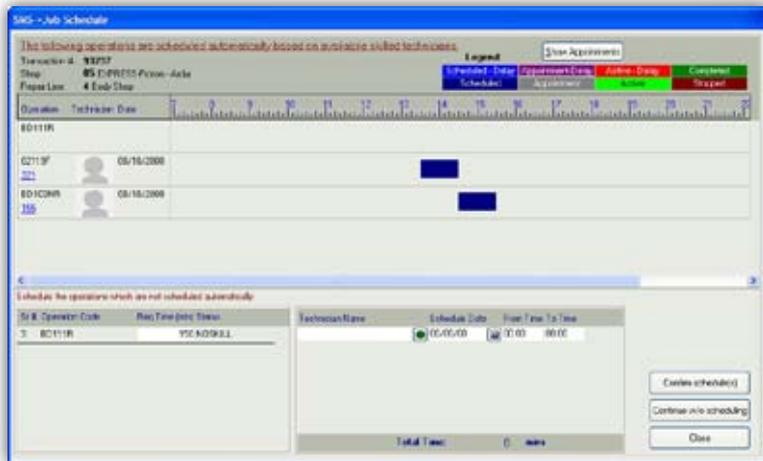
SMS provides cutting edge solutions to manage each and every aspect of a workshop; from the time a customer walks into the service center to the time the vehicle is delivered to the customer & the subsequent follow-ups.

Furthermore, it supports online approvals for Warranty Jobs, Quality Control and online requests for parts and material from your material procurement department thus saving a great amount of valuable time; which is one of the most critical elements in the time and labor management process. Combined with various analytical reports and graphs, SMS is an indispensable tool for today's workshop managers to plan future growth and increasing demand for services in the best economical way.

Key Features

Automatic Scheduling

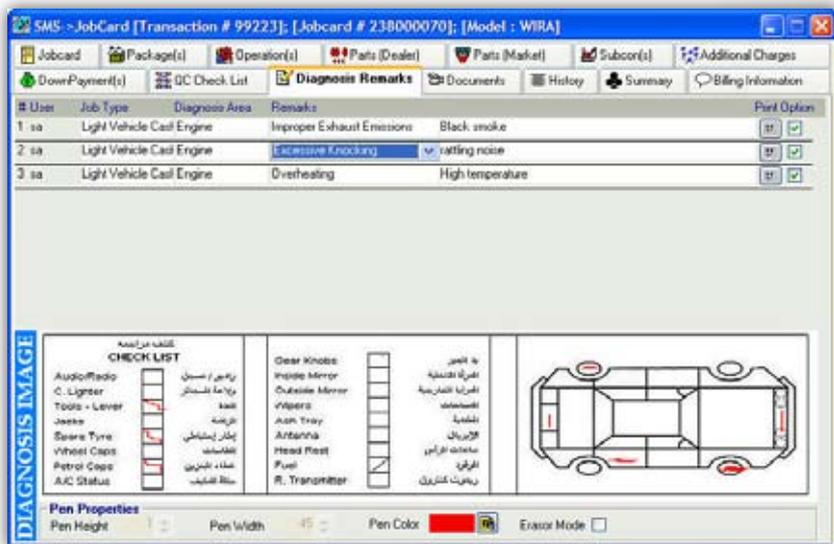
SMS uses a simple yet powerful mechanism to automatically schedule jobs to available technicians. It combines information regarding the operations and the skills required to perform the operation and matches that information with the technician's availability. Operations are assigned only to those technicians who are capable of performing the operation. This ensures high accuracy of job done using the philosophy "Get it right the first time". This automated process also reduces the manual intervention, and the number of people required to run the operations.



Intricate Capture of time, Labor and Materials

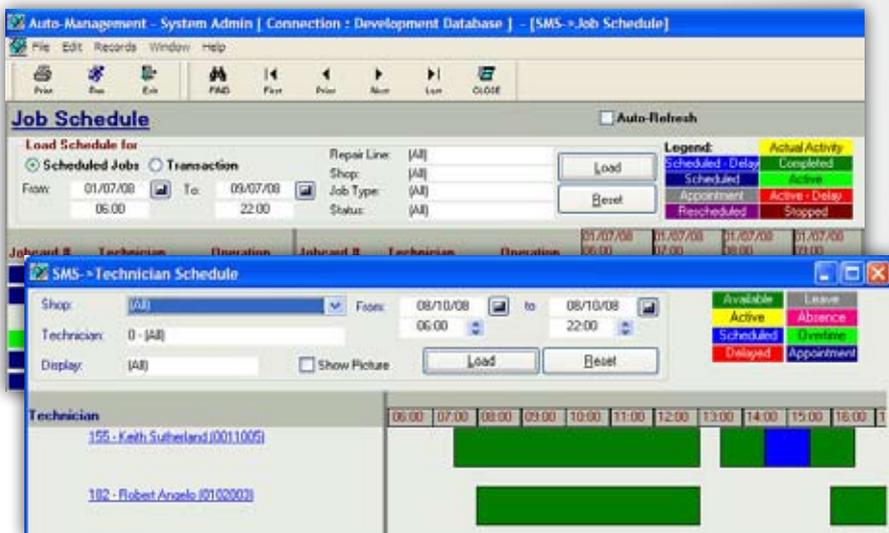
Correct analysis requires accurate capture of data. SMS provides all the tools to capture all the data related to the job order. Service advisors can directly record the customer complaints in the system. These complaints can be grouped for analytical purposes. A simple menu allows the service advisor to select the right package of parts and operations that are required to service the vehicle.

Once the job order is confirmed, the system automatically checks technician's availability and assigns the operations to the right technician. This greatly reduces the need for a separate job controller to monitor the work inside the workshop. As each technician completes the assigned task, the system monitors the completion of the job and alerts the service advisors if any job card is falling behind the schedule. This ensures that customers are kept updated about the progress of their vehicle and will not waste their time coming to the workshop to find that the car is not ready.



Workshop Monitoring

SMS has a nifty tool that provides graphical feedback to workshop managers. Using this tool, Managers can monitor the progress of work within the workshop. Delayed jobs are highlighted in red in order to allow management to take proactive decisions. Drill-down facility allows managers to zoom into the problem in order to take corrective actions.

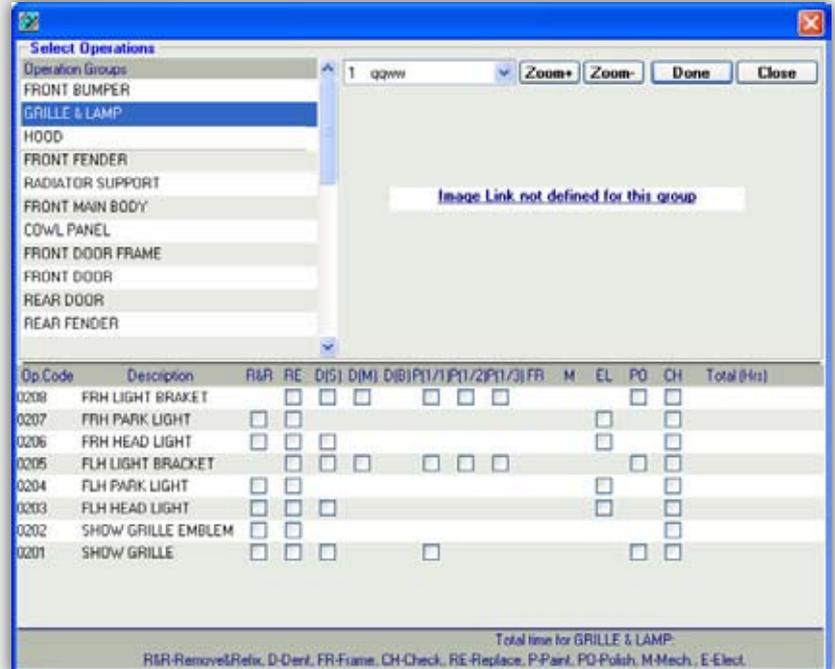


Key Features

Body Repair Estimation

SMS includes a very sophisticated, yet simple to use body repair estimation module that can drastically cut down the time service advisors spend to evaluate body repair works. Using manufacturer defined or dealer defined standard timings, an estimate can be completed simply by clicking on the damaged area and specifying the type of damage (light, medium, heavy). Similarly, paint & polishing work can also be specified and the system automatically computes the time required to complete the service. Similarly, the tight integration with manufacturers EPC (electronic parts catalogue) ensures that the correct parts can be linked to the estimate.

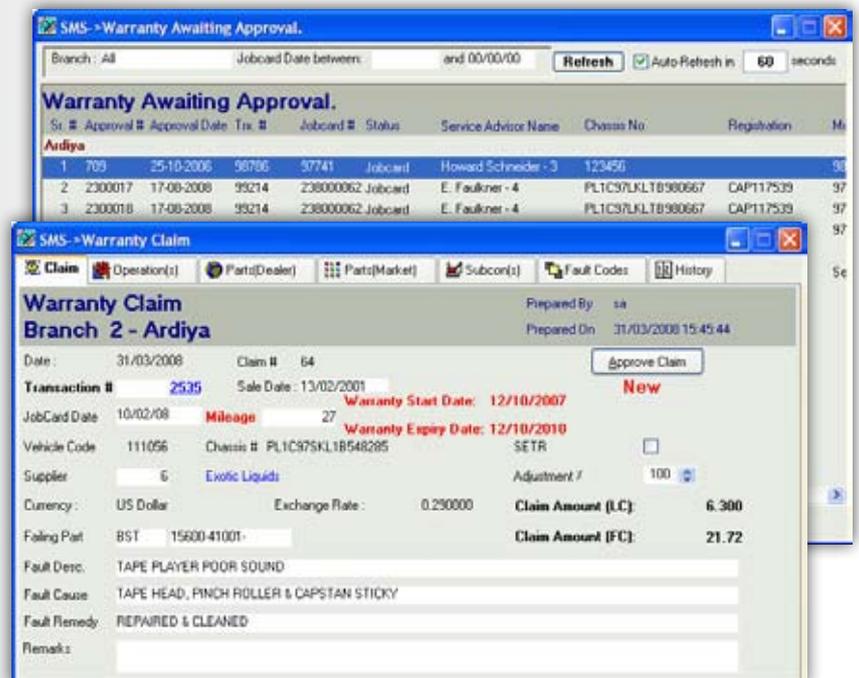
The simple point and click interface not only reduces the estimation time drastically, but also greatly increases the accuracy of the final estimate. By reducing the subjective decision of a service advisor, to an objective decision by a system, the customer also gets greater satisfaction knowing that he is getting value for his money.



Warranty Management

SMS supports a very powerful warranty management module. It includes workflow for on-line approvals of any warranty jobs. A warranty job cannot be started unless a warranty personnel reviews the case and clicks on the "Approve" button.

Once a job is completed, a separate warranty module allows the preparation of warranty claims and submission to the manufacturer. The system supports online submission of various manufacturers to reduce the time required to submit the warranty claim and also increases the accuracy of the submission.



MORE Features

- **Self-Learning Module for Parts**

One of the biggest problems for service advisors is knowing the correct part number in order to assess the correct cost and the availability of the parts. Parts tend to frequently get superseded or alternate parts are available. SMS solves this problem by recording the actual parts issued and learning from it.

- **Productivity Reports**

SMS has a number of tools that help analyzing the productivity of your technicians, shops or branches.

- **Vehicle Locator System**

This feature allows you to locate the vehicle easily in the workshop especially if you are running a large workshop and frequently waste your time searching for vehicles.