# dealerlogix

## Creating a Smoother Service Lane

# TECHNOLOGY COST REVIEW
## Consolidate and Save with Dealerlogix Service Suite Pro

> **MPI**                     $ _____

> **Communications**          $ _____

> **Video**                   $ _____

> **Mobile Check-In**         $ _____

> **Scheduler**               $ _____

> **Payments**                $ _____

Total:                        $ _____

# DEALERLOGIX ALL-IN-ONE SYSTEM

## SERVICE SUITE PRO

**Fixed Ops Workflow Management**
Real-time Instant Messaging

**Automated Texting**
Retention, Follow-up & eApproval

**Mobile Payments**
With Fraud Protection

**Capacity-Managed Online Scheduling**

**Interactive MPI**
With Video & Photo

**Valet Pickup & Drop-Off**

**eAdvisor Integrated**
Where Available

SERVICE LANE
eAdvisor
DRIVEN BY VEHLO

**Tablet Walkaround & RO Write-Up**

## NOTES

dealerlogix

# ALL-IN-ONE FIXED OPS SUITE
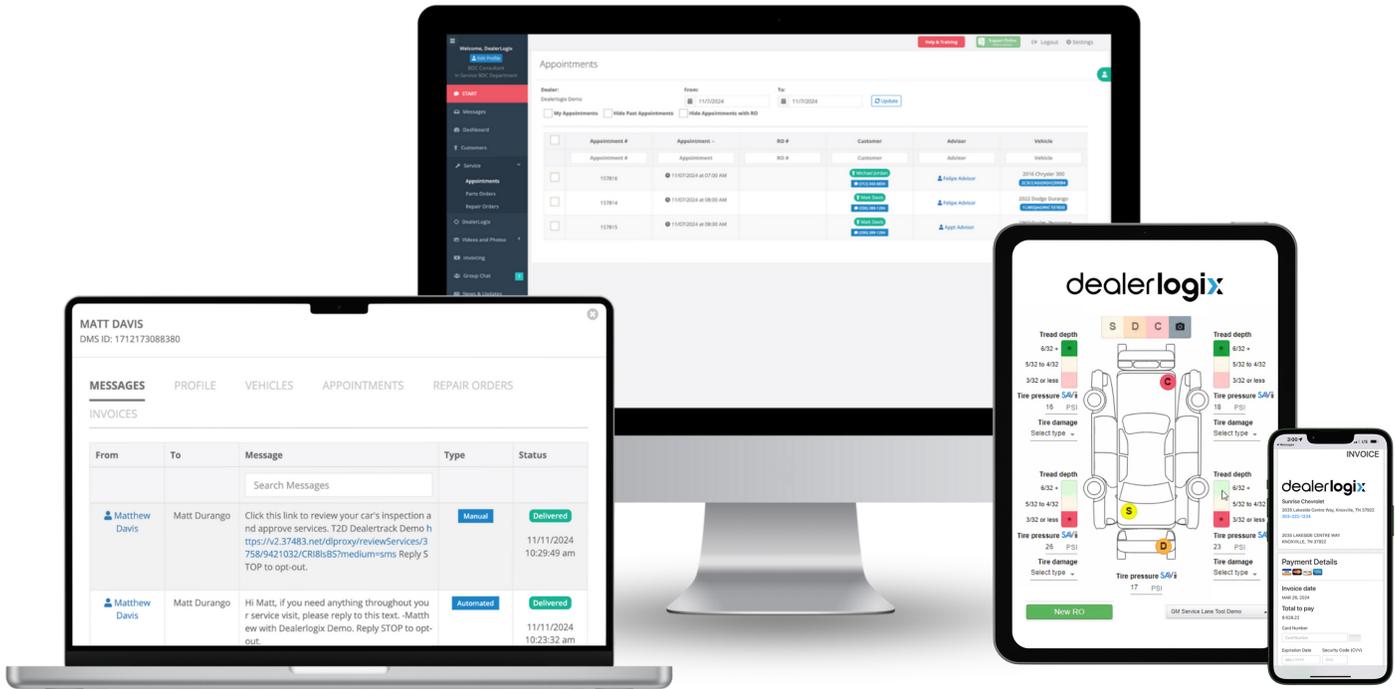
## Transform your dealership into a powerhouse of efficiency.

Dealerlogix is a cloud-based, all-in-one solution with an easy-to-use, customizable, and scalable fixed operations suite you can use anywhere on any device. Increase CSI scores, customer retention and grow profitability.

**41%**
Increase in Additional Service Recommendation Close Rates with Digital Inspections
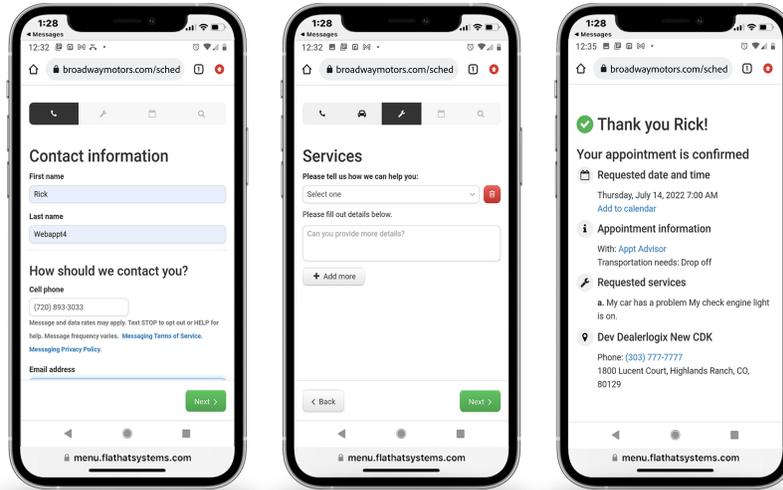
**15%**
Increase in CSI Scores

**$425+**
Average Increase in CPRO Using Video

# ≪≪≪ APPOINTMENT SCHEDULING



## Dealerlogix empowers your customers to schedule their own service appointments.

Online appointment scheduling enhances customer satisfaction, improves retention, increases service capacity, and boosts profits. Customers can conveniently schedule appointments, describe issues, and request vehicle pickups or loaner vehicles directly online.
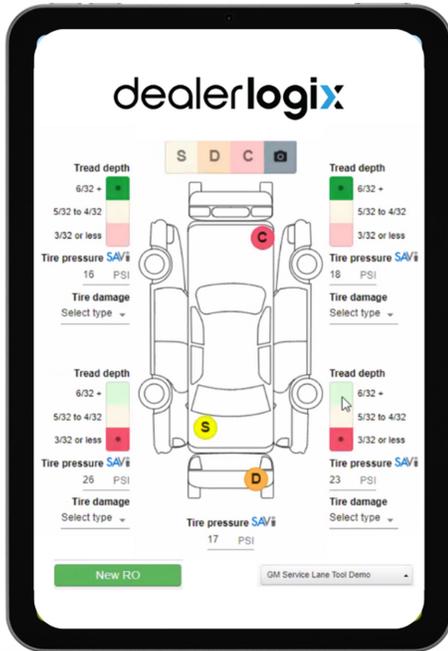
## More Online Appointments, Less No-Shows

Efficiently manage service appointments with our robust scheduling tool that integrates with your DMS, OEM scheduling systems and even AI scheduling tools.
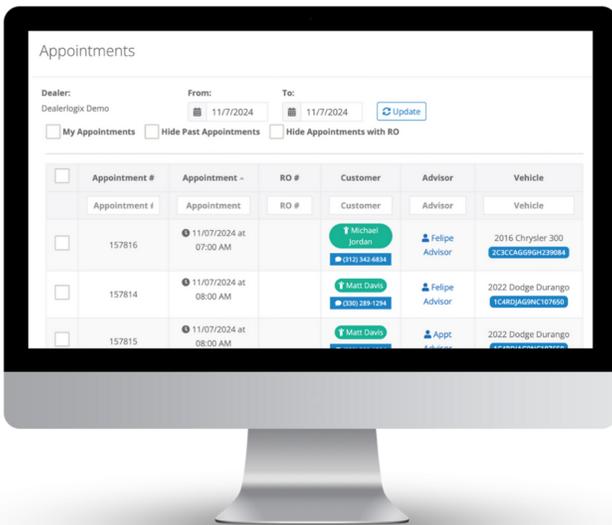
> Simplify Appointment Management

> Track Appointment Patterns and Customer Preferences

> Fine Tune Offerings and Marketing Strategies

# DIGITAL MPI



## Empower your team to conduct consistent, high-quality inspections.

Ensure thoroughness and accuracy with our Digital Multipoint Inspection tool, enabling your team to perform consistent, high-quality checks that build trust and reliability with your customers.

## Boost transparency with custom workflow tools.

The Dealerlogix Service Suite Pro provides detailed vehicle visualization tailored to dealer-specific inspection points – simplifying comprehensive inspections, repair recommendations, and damage documentation with photos as part of the walk around, write up process.

## Features of Our MPI Solution are Customizable and Efficient

- ☑ Video MPI creation
- ☑ Tech quick picks
- ☑ Photo and video per inspection point
- ☑ Phone/Tablet optimized
- ☑ OEM inspection standards
- ☑ Industry best practice standard templates
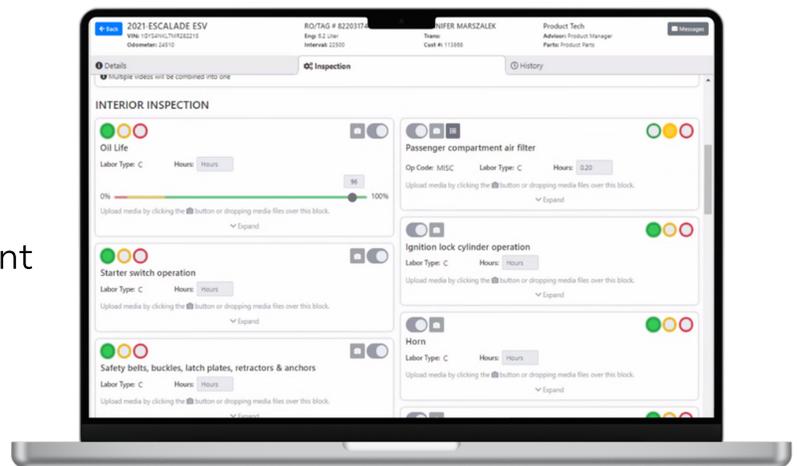
# RO WRITE-UPS
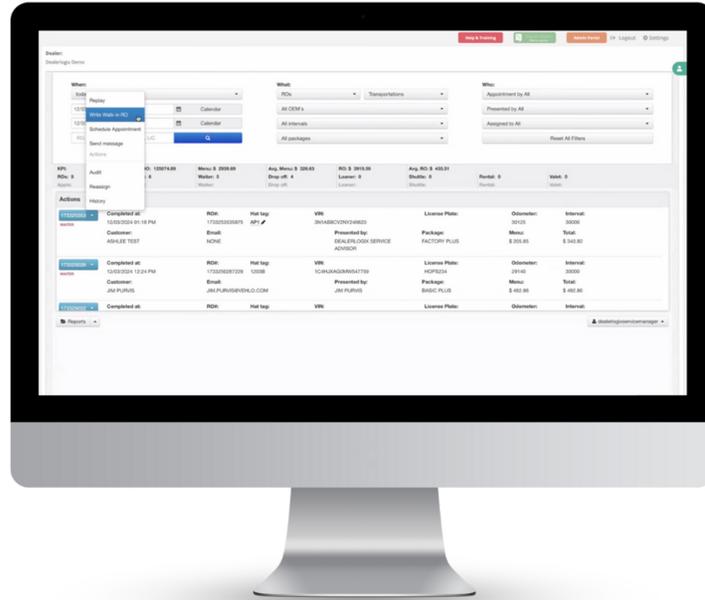


## Capture detailed information swiftly and effortlessly, while integrating OEM vehicle data.

Streamline documentation with digital Repair Order Write-Ups, reduce errors and improve efficiency. Capture every detail accurately and quickly to keep your service operations running smoothly. Dealerlogix pulls OEM vehicle data, including service history, extended service contracts, technical service bulletins, warranty information and recalls.
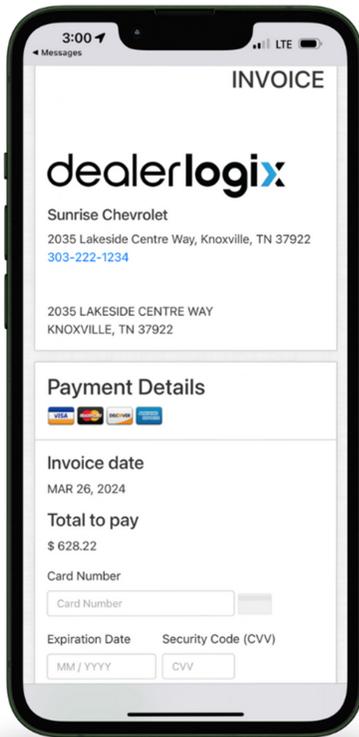
## Customers can approve repair orders from anywhere at any time.

Service advisors can email or text recommended repairs. Customers can approve each repair, enter payment information, e-sign, and complete the process. Empowering customers to approve repairs electronically increases sales by 30%
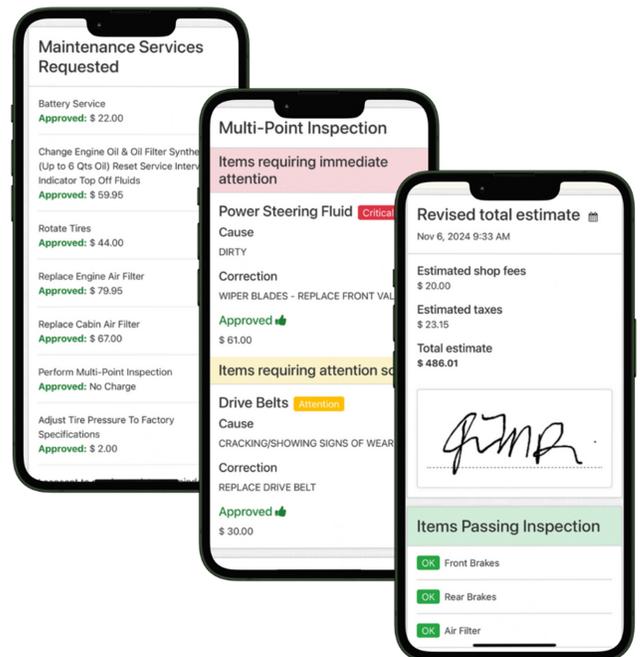
# SPEEDCHECKOUT
## WITH FRAUD PROTECTION



**Contactless invoicing for faster, smoother payments.**

Simplify transactions with Dealerlogix SpeedCheckout with Fraud Protection, and enhance customer experience by providing effortless financial transactions right at their fingertips.

Customers receive a detailed repair invoice via text or email, allowing them to pay online. By entering payment information, signing, and sending, this hassle-free, contactless payment method enhances customer satisfaction and loyalty, ultimately driving profitability while protecting dealerships from fraudulent payment activity.

# SERVICE VALET



**Elevate your customer experience with our integrated service valet.**
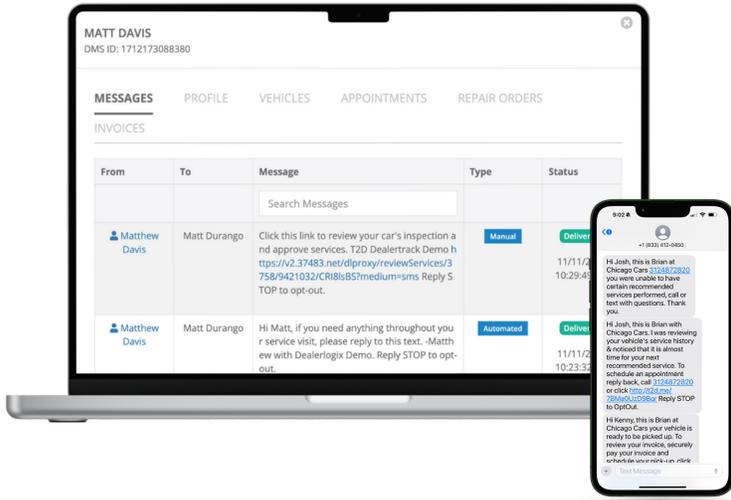
Offer seamless appointment scheduling with vehicle pickup and delivery options, boosting customer satisfaction while reducing no-show rates.

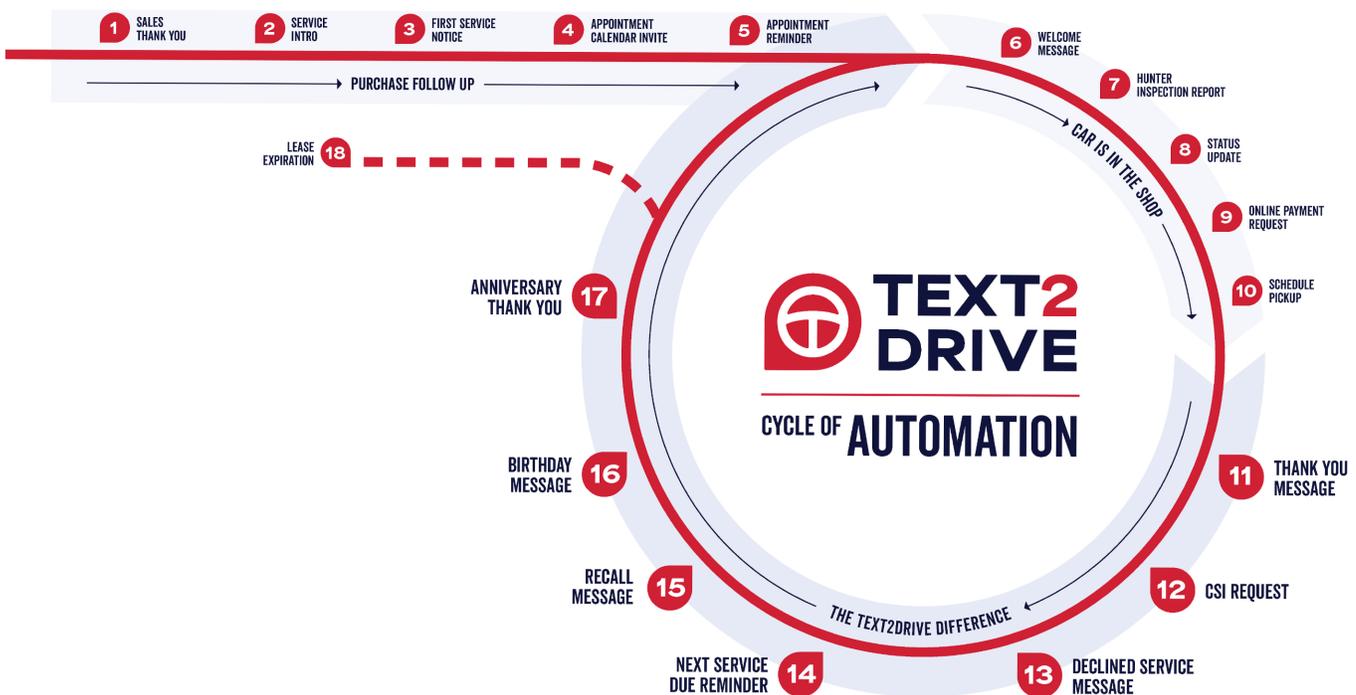Dealerlogix Service Valet seamlessly integrates with your DMS to assess staff availability.
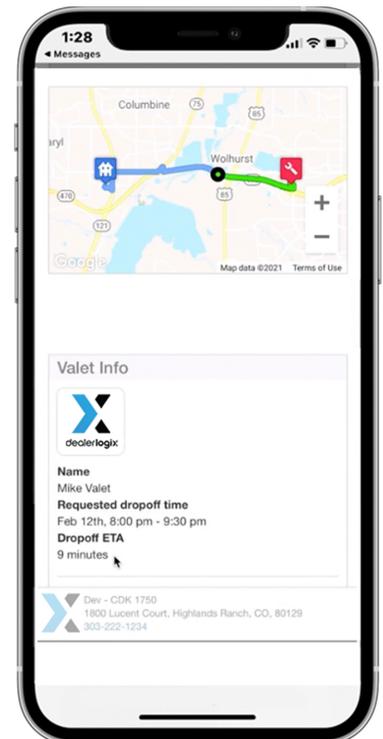
# TEXTING & INTERDEPARTMENTAL MESSAGING

### Drive up to $20,000 in Additional Service Lane Revenue

### Boost Dealership CSI by up to 20%

### Decrease Advisor Phone Calls by 75%

## Automated Retention Text Communications

Text2Drive unifies dealership sales and service teams under a shared mission to acquire, convert, and retain lifelong customers. The platform features 18 text communications designed to automate low-value tasks like customer follow-up and appointment reminders so your teams can focus on high-value customer interactions. Allow your team to communicate in real time with interdepartmental messaging.



TEXT2DRIVE — CYCLE OF AUTOMATION

1 SALES THANK YOU
2 SERVICE INTRO
3 FIRST SERVICE NOTICE
4 APPOINTMENT CALENDAR INVITE
5 APPOINTMENT REMINDER
6 WELCOME MESSAGE
7 HUNTER INSPECTION REPORT
8 STATUS UPDATE
9 ONLINE PAYMENT REQUEST
10 SCHEDULE PICKUP
11 THANK YOU MESSAGE
12 CSI REQUEST
13 DECLINED SERVICE MESSAGE
14 NEXT SERVICE DUE REMINDER
15 RECALL MESSAGE
16 BIRTHDAY MESSAGE
17 ANNIVERSARY THANK YOU
18 LEASE EXPIRATION

PURCHASE FOLLOW UP
CAR IS IN THE SHOP
THE TEXT2DRIVE DIFFERENCE

# CONTACTLESS CHECKOUT

Speed CheckOut, Payment Processing, Surcharging And Advanced Fraud Protection

**Speed CheckOut and Pickup Scheduling** - With Speed CheckOut, customers can pay bills and schedule vehicle pick-ups via text, avoiding lines and reducing wait times.

**Payment Processing with Surcharging** - Completely eliminate credit card processing fees. TEXTDRIVE ensures full compliance with major credit card regulations, applying a fixed 3% surcharge to transactions and displaying the charge on both the invoice screen and receipt.

**Advanced Fraud Protection through 3D Secure** - Automatically shift liability for fraudulent chargebacks to the customer's bank, protecting your business from payment disputes with fraud reason codes.

**Vehicle Pick-Up Scheduler** - Customers can easily schedule a pick-up time for their vehicle. TEXT2DRIVE alerts the assigned service advisor of the appointment, allowing for a contactless experience. Service staff can track pick-up times, confirm online payments, and prepare the vehicle efficiently.
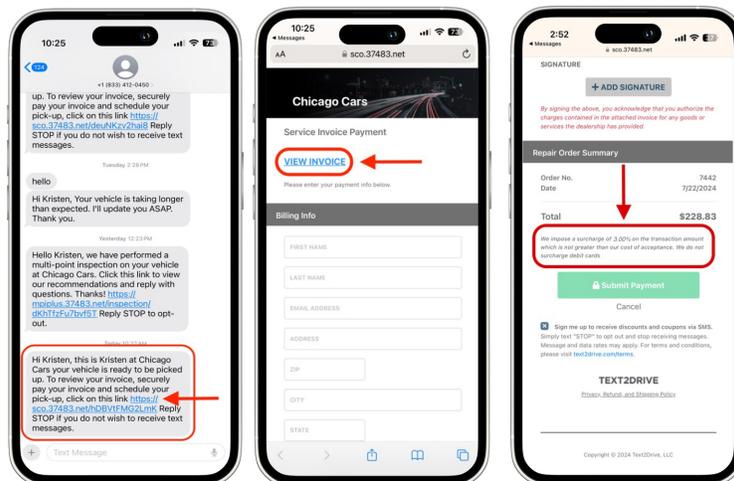


Contactless Checkout with Optional Surcharging

## Text2Drive Video Communication App



Accelerate service approvals and protect against false claims with TEXT2DRIVE's app. Your staff can easily record and send videos and texts to educate customers and enhance transparency. Detailed maintenance videos build trust and are shown to increase service revenue and customer pay.
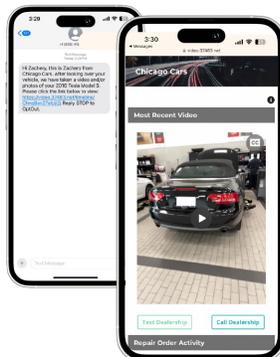
✓ Speed Up Service Approvals

✓ Gain Customer Trust

✓ Sell To Customers Anywhere

✓ Better Internal Communication Equals Better Customer Service

✓ Dependable Quality Control

# REPORTING TOOLS

## Identify opportunities to boost efficiency and profitability.

Gain access to real-time performance data with our robust Reporting Tools. Make informed decisions by leveraging insights into efficiency and profitability, allowing you to identify key areas for improvement by advisor and technician.

## Track performance metrics that matter most.

> Dollars per repair order

> MPI video performance

> Scheduled appointments

> ASR performance

> Menu sales by advisor and more

# DEALERLOGIX SERVICE SUITE PRO ››››
## All-In-One Fixed Ops Experience Suite

❯ **Integrated DMS Partners: CDK, Reynold/Reynolds, DealerTrack, DealerBuilt, PBS**
  *Coming in 2025: AutoSoft, AutoMate*

❯ 100% Cloud Based Platform to keep you writing business when your DMS goes down

❯ Automated Retention Text Communications

❯ Smart Capacity Managed Online Appointment Scheduling

❯ QuickTablet Check-in and Repair OrderWrite Up Process

❯ Simple Advisor Walkaround with Video and Pictures

❯ Text your Customers for Immediate-Response Mobile eApprovals

❯ Real-time Instant Messaging for your entire team!

❯ Easy Online Service Scheduler with Transparent Menu Pricing

❯ EasilyText/Email MPI with Videos and Pictures for Increased ASRs

❯ Access Detailed Manager Reporting from your Phone

❯ Manage your Fleet with TSD and DealerWare Integrations

❯ Sell More Tires at Write Up with our DealerTire Integration

❯ Both Virtual and Onsite Implementation Options

❯ Proactive Success Coaching

❯ Mobile SpeedCheckout Payment with Fraud Protection

## A La Carte Options Available

❯ Service Lane eAdvisor OBDII Dongle Bundle Discount

❯ Rapid Recon Bundle Discount

❯ Valet Pickup and Drop Off

❯ Hunter Engineering Alignment Integration

❯ TraXtion Alignment Integration

INTEGRATED WITH

SERVICE LANE
eAdvisor

DRIVEN BY **VEHLO**

WHERE AVAILABLE