



ELVA DMS

AUTOMOTIVE DEALER MANAGEMENT SYSTEM

Case Study: The Elva DMS Solution for the Multi-Brand Car Dealer & Repair Centre Atlas Auto



About the company

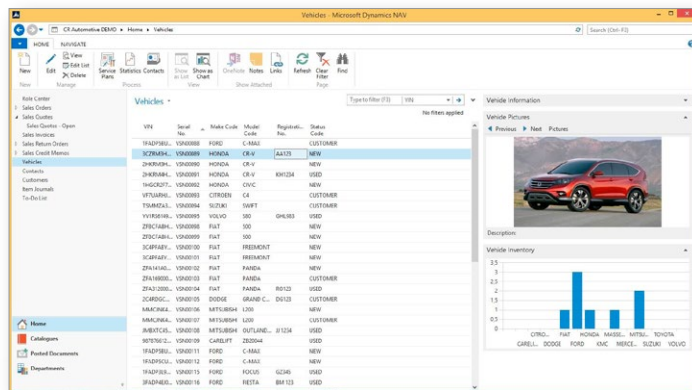
"Atlas Auto" is a dealer of multi-brand cars and commercial vehicles, which also offers vehicle repair and maintenance during the warranty period, as well as after its expiration. It also sells spare parts. The company has been operating in the Tunisian market for almost 10 years and is currently actively developing by expanding the offered range of car brands and services.

Case description

Since the company sells new cars, does auto repairs and sells spare parts on a daily basis, there is a need for a single business management system that would be able to process large quantities of information in a timely and precise manner. The requirements and demands of customers regarding the sales and repair works of cars have changed over time, therefore there is a need for a system that could easily adjust to the changing environment. By arranging the internal business processes of the company, a need arose for additional access restrictions to information based on the tasks of specific users within the company. The management of the company requested a quickly accessible and transparent display of information, fitted to every managerial level.

Founded solution

"Atlas Auto" implemented Elva DMS functionality designed for auto dealers. It includes management modules for the sales of cars and spare parts, as well as service work. Owing to it, the company can manage the work flow in a precise manner, thus making the sales and service processes more efficient. The service management tasks, that may be set up rapidly and conveniently, make it possible for service works to be planned and customer service to be organized by consuming less time resources. Registration of the spent and planned time is accurate, making it possible to assess the true load and efficiency of the workshop. Ever since introducing the Elva DMS system the company has been able to implement various industry-specific business processes, which was not possible to do before.



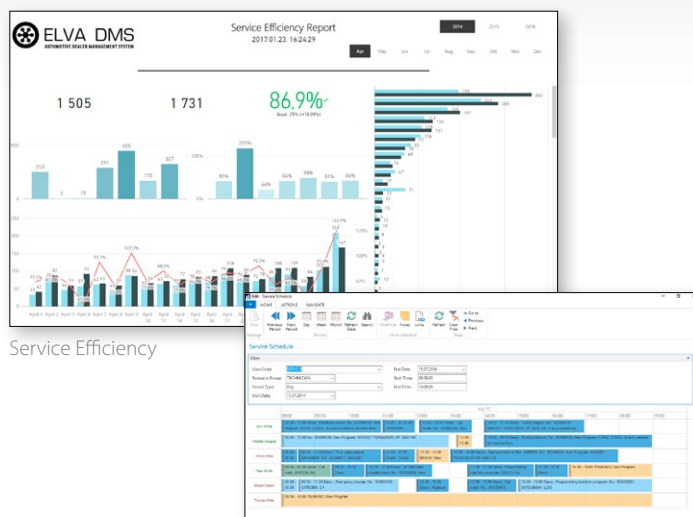


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“With the help of the Elva DMS system we were able to automate and manage business processes using a single business management system. It is currently very easy to review and control all of the business processes and real time data of the company. The system is easy to use. We can access all of the necessary information on the whole service history of a specific car by the click of a button. And this is the fact that our customers like the most, as it gives them more trust and security about us as a supplier of services”, says Mourad OUERTANI, DSI, ATLAS AUTO.



Service Scheduler

The main benefits ensured by Elva DMS:

Instant reporting & analysis



Monitor the efficiency of internal processes. Access real-time data and get interactive visualization as an answer to your questions. Make data-driven decisions at any-time, from anywhere.

Repair Time Clock



Register the time mechanic begins, postpones and finishes the job with an ease. Get full reports on shop efficiency, employee productivity and more.

Improved workflow



Manage operational processes at a whole new level. Reduce double data entries and reduce paperwork. Assign mechanics to specific jobs based on workload, reducing workforce downtime.

Warranty management



Making it easier to submit warranty claims to manufacturers. Get accurate analysis of approved and rejected claims. Track costs and get quick analysis of costs supported or not supported by the factory.

Automotive CRM



Increase customer satisfaction, proactively manage automotive clients, improve public relations & marketing communication, increase vehicle sales efficiency.

Financial data integration



Elva DMS ensures all ERP system advantages. It integrates all automotive business data and the company's financial information into a single system.

Elva DMS is an all in one auto dealer management solution based on Microsoft Dynamics NAV. It is fully integrated with Microsoft Office with features for financial, vehicle trade, maintenance, and inventory management. Elva DMS has a robust CRM for automotive sales and after sales businesses for any organization requiring fleet maintenance management solution. Elva DMS is an all-in-one enterprise resource planning (ERP) system that is available both on-premise and on subscription base. It is accessible through desktop and mobile devices.

www.elvadms.com