



## Case Study: The Elva DMS Solution for Car Service & Repair Centre autoWORKS

### About the company

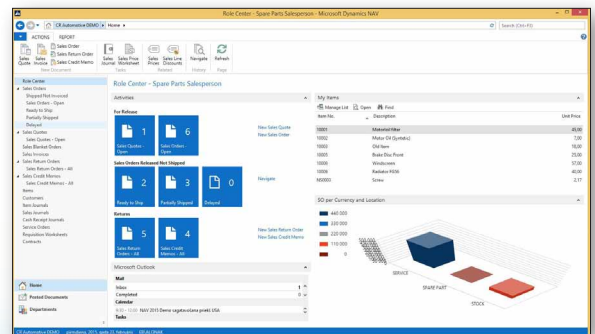
AutoWORKS is a car service network with multiple service centers around Cape Town, South Africa. The organization services various brands and models, in accordance with the manufactures specifications. The main service operations performed by autoWORKS are the following: servicing; full vehicle diagnostics; brake and suspension repair; clutch and gearbox repair; sophisticated engine tests, and complete engine overhauls. The Company delivers a service as good as the original agents.

### Case description

German Autoworks Pty Ltd. is a multiple location service network organization. Each day the organization carries out around 10-20 service orders for its customers in each of its three service stations in Cape Town, South Africa. To provide the best possible care for the customer, German autoWORKS informs the clients about additional maintenance works that it offers. All this requires a fast and detailed service work overview with filtering based on various availability criteria. Every additional service requires final authorization from the customer. Parts are distributed from a central warehouse to all branches. Due to autoWORKS working on multiple brands close to a million items need to be processed in the system with information about the supplier and alternative parts.

### Founded solution

The Elva DMS solution delivers the required functionality for the multiple location service network organizations' management. Elva DMS vehicle service management functionality allows the following up of the additional maintenance work and creating future service orders based on that to ensure business efficiency. Elva DMS solution provides a complete service history of the vehicle, not only about the works that were done, but also about the required additional jobs that were quoted on previously but the customer did not authorize. This registered information gives not only a statistical overview about the market demand for future decisions but also prevents the organization from possible customer complains. Elva DMS is based on the Microsoft Dynamics NAV platform, ensuring the system's wide functionality including the company's financial information, ERP functionality and industry specific solutions integrated into a single system.



Service Role Center



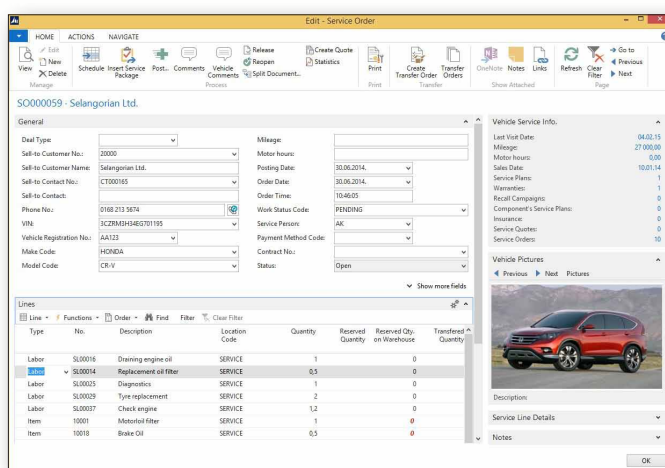


# ELVA DMS

AUTOMOTIVE DEALER MANAGEMENT SYSTEM



*Elva DMS is giving us a solution that is easy to work with for the Service staff at the branches. The service packages especially make our live a lot easier. At the same time, Dynamics NAV is providing fantastic capabilities for the warehousing and distribution of parts in the background. The more I get to know all the functionalities the happier I am with Elva DMS. During the implementation, we needed almost no customization, which is a great advantage when updating to newer versions in future,* comments Gunther Schmitz, Director, German Autoworks.



Service Order

## The main benefits ensured by Elva DMS:

Pre-defined user profiles



Elva DMS provides defined profiles and it ensures that the user can use the system based on the roles defined to it. It's just like NAV Profiles.

Data integration



Organize all your information in one flexible and easy-to-use software solution. Service history, inventory, fixed assets, employee information, and much more functionality in one platform.

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.

Instant reporting



Elva DMS delivers data so that you can analyze your information quickly and accurately and make informed decisions based upon it.

Efficiency tracking



Monitor the efficiency of your internal processes; measure the consistency of parts, vendors, pricing, delivery times, costs efficiency and much more.

Financial data integration



Elva DMS ensures all ERP system advantages. It integrates all your fleet data and the company's financial information into one system.

*Elva DMS is based on Microsoft Dynamics NAV with ready functionality for various company types such as vehicle dealers, workshops, the used car trade, transport companies, the spare part trade, public transportation, airports, vehicle importers, and organizations with an in-house fleet. Its flexible platform gives Elva DMS the ability to adapt the solution to meet the unique requirements of the fleet management and to gain the maximum return on investment.*