



WIP PORTAL

Our WIP Portal is revolutionising the automotive industry. Providing dealerships with an effective tool to boost revenue and productivity.

Dealership management Systems are used throughout the automotive industry in the UK. Although all are efficient and time proven they have limitations and in today's aggressively competitive digital world, anything

that provides the opportunity to boost bottom line with enhanced performance, is well worth a look. Dealerships need to build and maintain an excellent relationship with a customer in order to retain a loyal advocate. In this age of instant

reviews, no business can afford to offer poor customer service. Increasing efficiency and profitability across the dealership is now entirely possible with the technology, support, IT Management and software available from Nybble IT Solutions.

Customer Experience

 Clear communication is vital. Ensure YOU are the dealership that gets it right, with full overviews provided to the client, our software ensures you engage & build firm relationships fostering loyalty and return visits.

Communication

 Our system enhances front facing and internal departmental communication. Customers see you as one business, we link your departments to share vital data. Creating effective dialogue and enhancing the customer journey.

Profitability

 Your customers may interact with every department in your dealership, we provide your team with all they need to be efficient & highly productive. Maximising aftersales business and excellent customer care.

Increased Productivity

The WIP portal is designed to integrate seamlessly with the current Dealer Management Systems (DMS) providing you with a comprehensive vehicle journey.

The portal formalises all communication between the customer, front counter, back counter and parts function giving management a real time overview of what is happening in their aftersales operation. With an intent to

get away from 'not another system' complications, the portal has been specifically designed to seamlessly integrate with leading DMS's such as Kerridge for example, minimising administration and double input. Communication between departments

becomes fully transparent creating a streamlined log of information that can be utilized beneficially by everyone from workshop control, parts counter to senior management when reports need collated, accurate month end information.

"This is the future. We are a growing business and need the tools to manage our growth. This has made a huge difference to how we operate and everything is transparent. The automation it offers for the little effort we put into it, saves us time and inevitably...money." **LS - General Manager**

Immediate

Enhance front facing, internal departments and workshop control communication. WIP Portal provides your team with all they need to deliver communications - maximising aftersales business whilst providing excellent customer care. Accessing customer history in seconds and greeting your clients knowledgeably reinforces a smooth and professional relationship.

Efficient

Jobs exceeding allocated time are immediately flagged in red. Time and date stamp notes on active WIP's means no more time consuming efforts to keep on top of work in progress. The portal details can be recalled quickly and the status updated in real time effectively. Automated customer communication via email or text facilitates instant authorisation.

Invaluable

Important leads are generated for aftersales. Tailored communication enhances your client relationships. WIP portal ensures you proactively enhance relationships built at point of sale. One integrated system replacing expensive multiple software providers, keeping the customer informed with reminders or marketing, reassuring that you are attentive beyond the point of sale.

"It's saving me and my team bags of time." **PW - Workshop Controller**

"For the first time in years as a workshop controller, I am able to do my job and all the things I never had time to do." **I H - Workshop Controller**



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WIP Portal Features

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Vehicle Updates

 Controllers can check real-time progress at a glance, provided by the portal. Departments involved in the vehicle journey, record relevant information for one effective central view. Ongoing updates ensure no unnecessary delay.

Shift Handovers

 Once a laborious, manual procedure consuming a lot of workshop controller time with guess work and lack of real time information. The portal streamlines the process keeping all in the loop and improving productivity.

Daily Diary

 Replacing the manual workshop diary with a time saving, coherent centralised view of the day to day running and management of your aftersales services. Greater efficiency, productivity and less risk of human error.

VHC (Mobile App)

 Vehicle Health Check allows workshop to record damage or wear & tear so that a video can be created with audio to send to the customer for authorisation. Order numbers are auto generated. Mobile technology allows outdoor inspection.

VOR

 Controllers can discard manual VOR sheets for a uniform view provided by the portal. VOR communication is updated centrally & real time status is emailed out to all concerned for quick, coherent communication.

Client Communication

 Real time communication like never before with the capability to send multimedia contact in order to get work authorised or to send tailored specific marketing. Build effective lasting relationships with your customers.

SMS & Email Messaging

 Automated reminders for annual checks, instant authorisation, speedy booking-in process, progress reports, special offers & tailored marketing is all facilitated making life easier for both you & your busy client.

Job Packs

 Electronic job pack system allows work to be viewed, edited & audited electronically saving time, energy & storage space. Job history becomes instantly available on demand internally or externally to the business.

Parts Escalations

 Good decisions are based on solid information. Be alerted on parts delivery progress WIP Portal enables monitoring of ordered stock, upselling & obsolete items. Vital to managing volumes & ensuring no extra delay for the customer.

Accountability

 Order numbers and authority as well as photographs for damage, insurance assessment or repair estimates will stay with the vehicle record at all times for anyone to see and refer back to providing accurate, in depth history.

Action Logging

 Strong, efficient real time reporting between workshop and sales department. Easily analyse detailed information to make better informed decisions. The software prevents incorrect data entry via 3 way indexing used by the program.

Data Cubes

 Utilise your data fully to maximise potential. Spot trends, facts & data. Business information clearly displayed, showing real time details. Instantly assess team's performances helping to show how the dealership can progress.

"We love it and couldn't now operate the workshop without it."

The Future is Exciting

The WIP Portal & Communicator Portal have been highly praised by the large, prestigious commercial dealerships, who have installed and benefit from the applications daily. Combined with Nybble managed services we directly contribute to boosted financial success for our clients.

This is just the beginning. From enhanced reporting to further integration with the client's management systems, we can provide the dealer with a full workshop communication system that will WIN, RETAIN and MAXIMISE business. The portal development is ongoing and the product will continue to evolve and remain as a leader in the niche. The communicator mobile portal is a revelation in the automotive industry. With LIVE VOR, driver checks, accident reporting and defect reporting, the portal's all-encompassing features provide a powerful, unrivalled tool to SELL and SERVICE your aftersales business.

Whether you are involved in analysis, reporting, customer history, document management, credit control, liaising across departments,

purchasing or invoicing, our systems will enhance and streamline your business allowing you to concentrate on growth. Let your sales team do the selling and our software collate and group the data for instant access when needed; gain the crucial insights that you need to make your dealership stand out from the rest. Use the most accurate KPI's from internal dealership systems and drive your business forward.

Multiple databases lead to lost revenue, that's where Nybble can help by providing one integrated software application that enhances DMS's in multiple ways. A cost effective dealership wide system that will be utilised from marketing to auditing, workshop floor to parts department stockroom. Customers have high expectations - to win them over you have to raise your effectiveness.

If your customer disappears after the first year we help you identify this so that you can coax them back with targeted campaigns, extracting the information you need to enable this. Manage data and increase revenue. If information is missing when the customer makes contact, how can you earn trust?

Clear communication is vital, we make YOU the dealership that gets it right, full overview provided to the customer with our software ensuring everything necessary is at your fingertips in order to gain the confidence and trust that encourages multiple visits.

The WIP Portal has been entered into consideration for an Innovation Award by one of our delighted dealership clients.

The latest innovation is the **COMMUNICATOR PORTAL** allowing external customer access. Your clients can view their jobs, see updates, provide updates and most importantly, instantly authorise work. The East Midlands Ambulance Service (EMAS) love it and say in their experience there is nothing like it in the dealer industry:

"We have recently given EMAS access to the portal via the communicator. They love it. This has definitely brought in more business for us through EMAS as they say there is not another dealer offering them these facilities."

CM - Dealership Manager



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