pmds.®

THE PROVEN PERFORMER

The DMS that's enhanced dealer performance for over 35 years.

auto-it.com

Who are we?

Auto-IT is an Australian-owned and operated software developer, servicing the retail automotive, trucking, agriculture and construction equipment industries with innovative dealer management solutions.

We employ more than 100 staff and we're the second largest dealer management systems (DMS) supplier in Australia and New Zealand.

More than 25,000 licensed users in over 1,500 dealer locations currently use our software systems in Australia, New Zealand, and eight other countries.

PMDS® is a DMS that has evolved from humble 1980's beginnings into a comprehensive system that supports today's ever-changing and complex dealership environment.
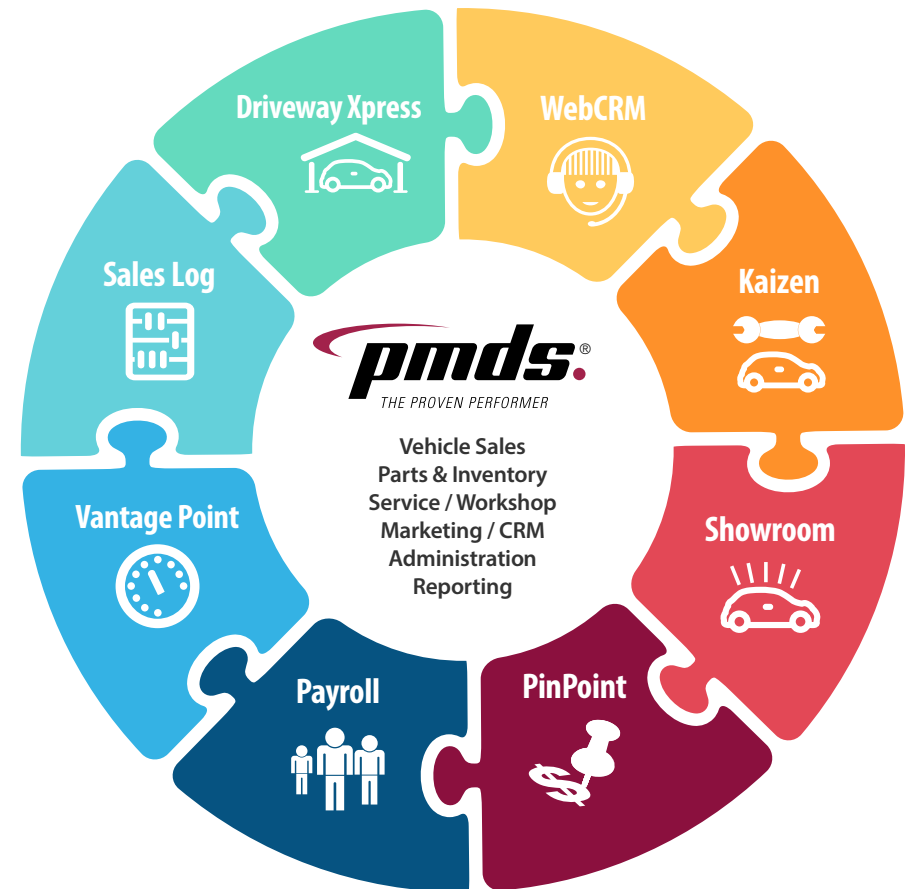
Unique to PMDS® is its support for high-speed text-based input in areas like administration (imagine entering a 100-line journal with a mouse!), and parts (for example: order entry). Likewise, graphical browser-based input reigns in areas where it's more appropriate, including:

Sales – Showroom (incl. Appraiser), Sales Log, and Web CRM
Service – Web CRM, Kaizen (workshop booking/productivity suite), and Driveway Xpress (driveway customer greeting & up-sell)
Management – Vantage Point (dashboard exception reporting across all departments), PinPoint (financial reporting & budgeting), and MotorPay (payroll)

INTEGRATED SOLUTION SUITE

Driveway Xpress · WebCRM · Kaizen · Showroom · PinPoint · Payroll · Vantage Point · Sales Log

pmds.®
THE PROVEN PERFORMER

Vehicle Sales
Parts & Inventory
Service / Workshop
Marketing / CRM
Administration
Reporting

auto.i.t.
POWERFUL DEALER MANAGEMENT SYSTEMS

What is PMDS®?

PMDS® is our longest-serving solution, designed to serve car and truck dealerships throughout Australia and New Zealand.

The demands on information systems have never been greater, as profit margins come under continued threat and factories insist on greater levels of data insight and integration with their own systems. PMDS® is a comprehensive, integrated and complete system that makes running your business easier. Everything is included in the price.

A single integrated database of vehicles, parts, customers and suppliers provides all the information required to manage your sales, admin, parts and service departments, whilst providing the prospecting and sales data tools to meet the needs of a modern and engaged marketing department. PMDS® is a powerful, proven and immensly reliable ally in your business.

KEY QUESTIONS

Implementing a DMS (or switching from one to another) is an important decision; it can impact operations significantly. Here are some important questions to consider.

- Are you paying too much in monthly support fees?
- Does your current system require regular costly upgrades?
- Are the opportunities for marketing to your customers limited?
- Are you getting value for money and the quality of service you expect?
- Is staff productivity limited by your current technology?
- Does your system empower staff to move ahead in their jobs?
- Can you access and benefit from the latest factory interfaces?

auto.i.t.
POWERFUL DEALER MANAGEMENT SYSTEMS
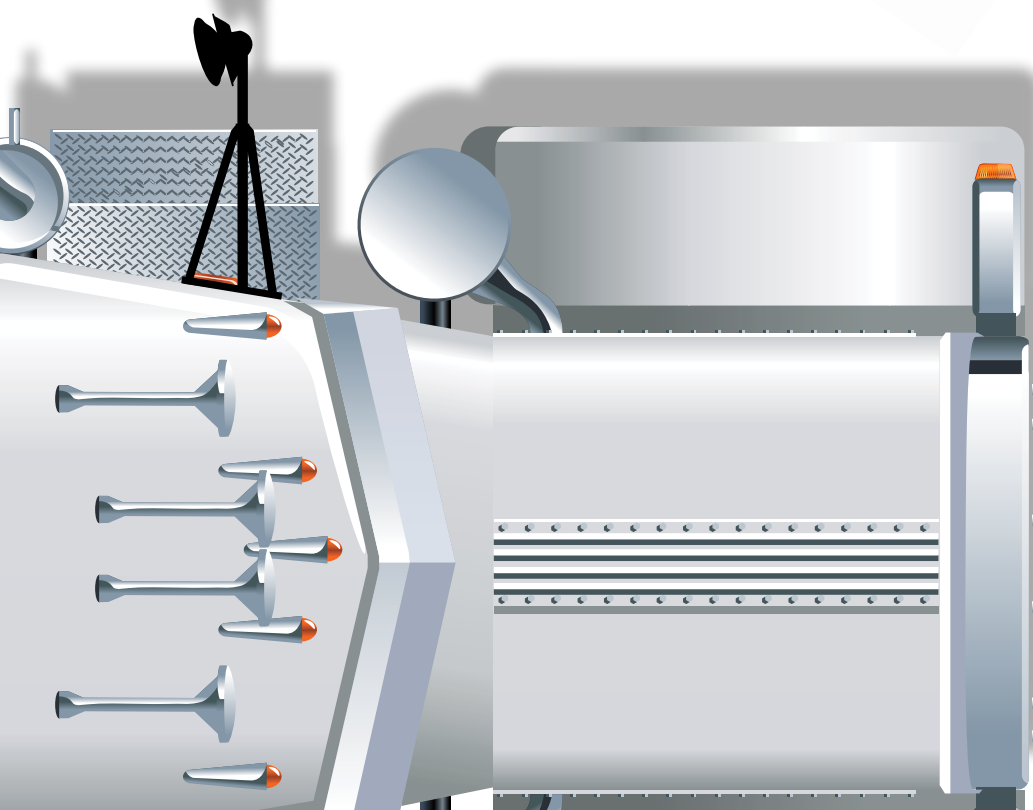
DEPARTMENTS | UNIT SALES

- **Comprehensive deal management (proposals, quotes, deals)**
- **Receipts & settlements**
- **Powerful stock control functionality**
- **Police book & statutory details**
- **Distribution of vehicle stock data to Internet**
- **Factory updates of model specifications & pricing**
- **Submission of factory RDA**
- **Completely user-definable customer buyer's order/contract**
- **Tax invoicing of up to three separate parties**
- **Easy management of GST/LCT changes**
- **Multitude of sales & stock reports**
- **Purchase order linking to estimated costs on vehicles**

Optimised for tablets, WebCRM brings order and automation to your sales, marketing, customer service, and support activities.

Using the latest Web technologies, it helps you to find, attract, and win new clients; nurture and retain those you already have, entice former clients back, and reduce the costs of marketing and customer service.

- *Lead, sale and lost sale Management*
- *Salesperson Diary & Call Management*
- *Customer Complaint & Issue Tracking*
- *Customisable Reporting & Survey Results*

The tablet-based Web Showroom lets you build deals with your customers in an easy-to-use, visual format. And because it's integrated with PMDS®, a quote or deal can be created in minutes. Eveything's built in, including quote formats and deal contracts.

- Quote via email
- Use your VMS quote formats
- Franchise/location-based letterhead
- Requires no other software to work
- Add attachments to emails
- Sell upgrades, options, accessories
- Managers can gross deals onscreen
- Fully integrated with PMDS®, including WebCRM, Sales Log & Vantage Point
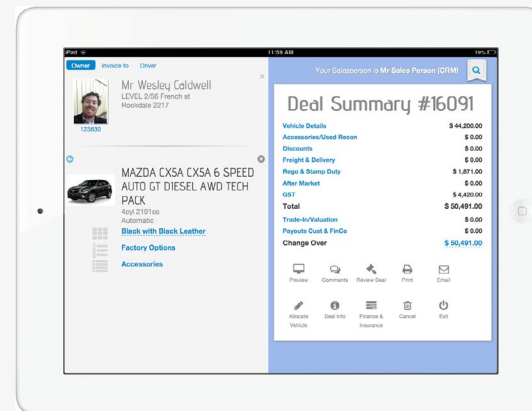
PMDS® Sales Log lets your sales team members identify their current financial position within a date range. Logical search, filter & sorting helps them to stay on top of sales - delivered and pending.

With a simple and intuitive interface, they'll know exactly where they stand in on gross profit, pending deliveries and sales. In addition, they can filter and sort by location, franchise, vehicle type, sale type, sales rep and many other criterion.

And filters can also be saved for quick access to your data, the way you want it.
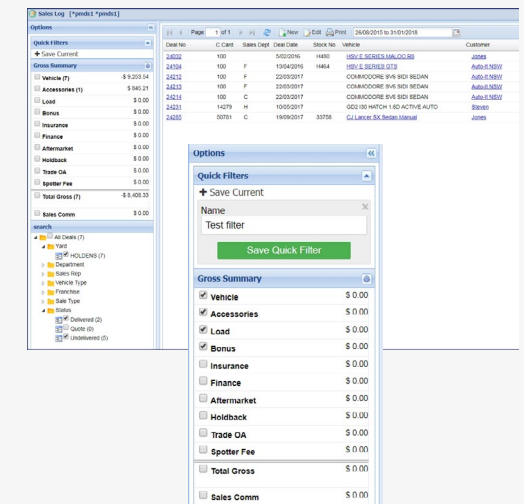
DEPARTMENTS | SERVICE WORKSHOP

- The manager's self-defined budget allows accurate tracking of labour and sundry products on a daily basis; separate to ledger-based accounting reports. This keeps the manager focused on weak areas of the business compared to the budget month to date.

- There's a quick service quote integrated into the versatile booking system to optimize the booking process and allocate hours to appropriate departments. Turn phone bookings into maximum opportunity to earn more service business and balance booking loads.

- Forced upsell routines – upsell products are linked to regular services to highlight upsell opportunities.

- Fully integrated SMS customer reminders for bookings and "ready for pick ups"

- Bulk SMS marketing functionality

- Close linkage to parts backorders reduces communication difficulties between service and parts departments and handling of customers waiting for parts.

- Multitude of standard reports: Repair History Analysis, Service Retention, Exception Reporting of Low Gross, Productivity and Efficiency Monitoring, Extended Warranty Reporting, Job Code Analysis, Service Advisor Comparisons, Work in Progress Analysis, Follow-up and Marketing Reports, Daily Work Mix type Reports, Booking Reports and Control Sheets

- Integration of Superservice Menus datapaks for the supply of job code data for bookings and invoicing, including scheduled service data, general repairs, and new car accessories linked to Showroom

- Incorporate your letterhead and franchise logos on stationery using standard printers, and control the appropriate multi-franchise stationery within the one workshop on plain paper.

- Unlimited labour and sundry pricing possibilities with multiple retail, fleet, internal and warranty pricing/costing means maximum flexibility to set as many labour rates as required and bind these to fleet groups or specific vehicles.

- Intelligent association of vehicle franchise with appropriate labour rates equals complex labour pricing is made simple for service advisors.

DEPARTMENTS | SERVICE WORKSHOP

Our Kaizen browser-based service booking, timeclocking & reporting tool significantly improves dealership communications, increases productivity and reduces costs.

- Interactive vehicle whiteboards
- View the status of any vehicle repair order anytime, anywhere
- Deliver your new vehicles on schedule
- More services completed on time
- Live monitor the workshop and pre-delivery techs while on the job - less walking and talking equals greater productivity
- Keep abreast of vehicle delivery times & overdue service tasks
- Real-time reporting via personalised whiteboards & charts
- Advanced booking system provides better management of loads and customer service through at-a-glance features

Driveway Xpress lets you check in vehicles from the service driveway. In just a few taps, confirm details and authorise work, including signature capture - all integrated live with PMDS®.

- Confirm servicing requirements
- Review vehicle history on the spot
- Update customer details
- Add recommended up-sell items
- Add extra jobs, incl. descriptions
- Record existing vehicle damage
- Optionally print RO on authorisation
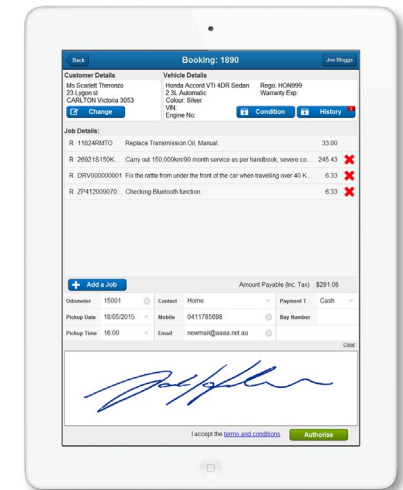
Optimised for tablets, WebCRM is a browser-based application for PMDS® that brings order and automation to your sales, marketing, customer service, and technical support activities.

Using the latest Web technologies, it helps you to find, attract, and win new clients; nurture and retain those you already have, entice former clients back, and reduce the costs of marketing and customer service.

- Lead, sale & lost sale management
- Salesperson diary & call mgmt.
- Customer complaint & issue tracking
- Customisable report & surveys

DEPARTMENTS | PARTS INVENTORY

PMDS® offers a combination of front and back counter sales entry that incorporates enquiries, invoicing, credits, repair orders, customer orders, picking slips, searches, movement enquiries and other warehouse locators.

- Emphasis on speed and efficiency
- Minimal keying and exiting to other functions
- Low training prerequisites

- Powerful backorder entry and tracking system for advanced back order management

  - Multi-franchise/multi-supplier order book
  - Conversion to daily and stock order from order book
  - Tracking status of back order parts until order completion
  - Print back order parts on customer's service invoice
  - Backorder allocations part of goods receipting process
  - SMS advices to customers on parts arrivals

- Manager's budget for daily display of all parts sale types by franchise, independent of accounting

- Unlimited pricing matrix combinations to support small and large operations, extensive ability to customize discount structures for specific trade customers

- Incorporation of fax and email for quoting and invoicing

- Control of individual sales person's privileges including access to costs and discounting

- Extensive audit trail on all parts movements onto and from repair orders, bin transfers, quantity adjustments, stock takes, receipts and returns to supplier

DEPARTMENTS | MARKETING & CRM

Our desktop and browser-based marketing & CRM suite brings automation to your sales, marketing and customer service tasks, making your life easier and the business more effective.

WebCRM, for example, uses the latest Web technologies helps you attract and win new clients; nurture and retain those you have, entice former ones back, and reduce marketing and customer service costs. Other powerful features in PMDS® include:

- Customised follow-up schedules for all activities relating to vehicle servicing, sales and prospects. Scheduled activities can include reminder prompts to certain staff, mail merge to letters, SMS or output of lists for use with other marketing media.

- Follow-up plans can include extended warranties, specific service codes, aftermarket and financial products attached to deals.

- Report generator outputs customer, parts, vehicle and repair history data in various formats.

- Links to MS Word for seamless bulk letter printing.

- SMS sending linked directly to customer mobile numbers on file.

- Master files of address postcodes and suburbs assists with the cleansing of customer data.

- Address validation to external providers is available.

- User-definable fields in the customer file can store any number of dealer specific demographic data for marketing analysis.

- Prospecting functionality retains all history, including appraisals, proposals and quotes, payments received and comments leading up to the purchase or lost sale. Many reports for sales management, including salesperson activity analysis.

DEPARTMENTS | ADMINISTRATION

- The ledger structure can be designed to contain a minimal number of accounts, multi-branched and franchised – highly advantageous in training admin staff, minimizing posting errors, and with general management of the ledger in large and diverse dealerships.

- Unlimited number of companies with reporting branches – branching allows for creation of profit centres, usually physical locations

- Automatic end of month functions – self-calculates the last Friday in a calendar month to roll over all relevant ledgers. E.g. Parts, Debtors, Creditors

- Standard and auto-reversing journals based on unlimited number of templates, providing efficient end of month processing

- Auto costing of vehicle deals provides accurate and timely gross reporting

- Full credit control on Debtors with advanced override facilities and audit trails - Debtors Diary keeps history of follow-up calls

- Various trial balance, profit and loss and balance sheet reporting options, plus unlimited number of separate user-defined DOCs and P&L charts. 'Pinpoint' financial reporting extension relocates all financial reporting and drill-down to a Windows browser environment for secure access by all managers (more details deeper in this document)

- Support for all EFT payments to banks

- Powerful audit trail for all transactions allows easy review of any posting entry, failed postings, and simple transaction re-posting, reversal or deletion when required

- Advanced integration of parts receipting to accounts, including creditor posting, adjustment accounts, freight and miscellaneous expenses

- Simple transaction-based BAS processing and exception reporting

- Simplified posting process of deals

- Advanced bank statement entry facilities, including the ability to automatically download electronic online statements

- Management control reports– a full suite of valuable management tools including excellent exception and fraud detection reporting

DEPARTMENTS | ADMINISTRATION

PinPoint is a fully-featured browser-based financial reporting and budgeting application.

It lets you publish reports instantly, drill down to source documents, view dynamic budgets and create your own personal "what-if" analysis.

PMDS® Motorpay is our integrated payroll system and employee portal. Tailored to suit your dealership, it performs every function an advanced HR department needs, including tax balancing on commissions, multiple pay cycles across multiple companies, cost splitting and leave management.

It complies with all legislative requirements, is fully integrated with PMDS® time clocking and gives staff a level of self-management of their employment arrangements.

• Extensive reporting, with data exporting
• Superstream Functionality
• Automatic Employee Loan Management
• Tax tables supplied & maintained by Auto-IT

SENIOR MANAGEMENT OVERSIGHT

PMDS® reporting is delivered through a trio of powerful solutions, each tailored to the unique reporting needs of the departments from which they collect their data.

PinPoint's browser-based interface provides an intuitive financial and budget reporting experience. It lets you publish reports instantly, drill down to the source documents, view dynamic budgets and create your own set of what-ifs.

Vantage Point provides a high-level view of the business from multiple areas simultaneously, giving you key information at a glance so you can make accurate business decisions.

From Dealer Principals, department managers and even System Administrators, Vantage Point will become one of your most valuable daily tools, helping you keep your finger on the pulse of the information that matters most to your specific role.

PMDS® Sales Log lets your sales team members identify their current financial position within a date range. Logical search, filter & sorting helps them to stay on top of sales - delivered and pending.
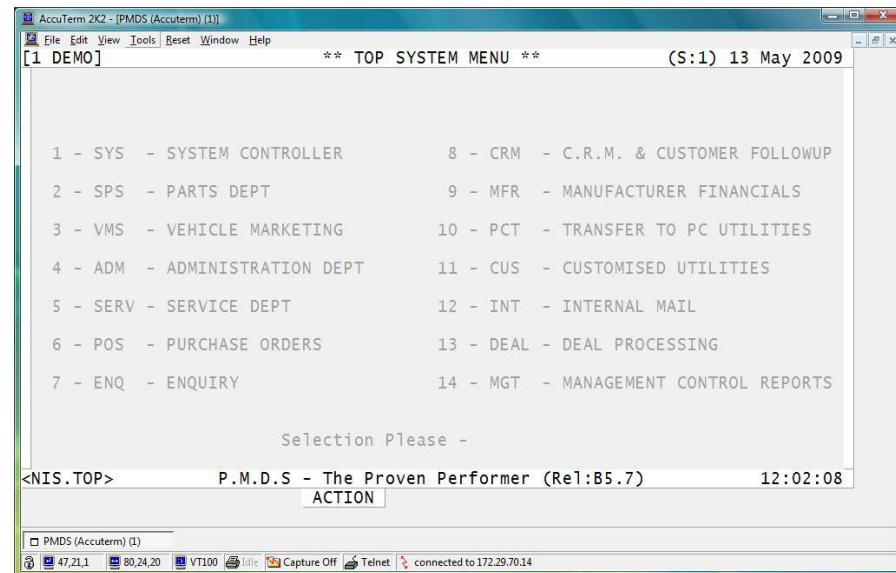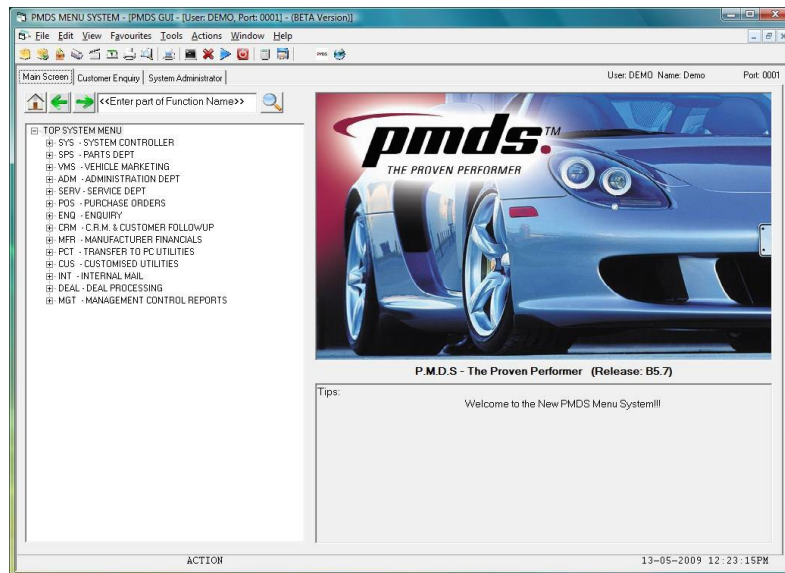
With a simple and intuitive interface, they'll know exactly where they stand in on gross profit, pending deliveries and sales. In addition, they can filter and sort by location, franchise, vehicle type, sale type, sales rep and many other criterion.

And filters can also be saved for quick access to your data, the way you want it.

The best of both worlds.

With PMDS®, you can enjoy all the benefits of a graphical Windows-style menu without compromising the speed of a back-end character-based system.

It doesn't have to be one or the other within the dealership - users can toggle between menu viewing styles whenever they choose. **Reach out today to learn more.**