



CREATING YOUR BUSINESS ADVANTAGE



Business Consultancy Services



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With IT being at the heart of virtually every successful enterprise, it is important to obtain the very best value from system investments and to use the tools and facilities as effectively as possible.

To help achieve these objectives, ADP offers its customers a range of Business Consultancy Services. These extend from managing small, one-off projects, for example the delivery of a marketing campaign to developing system housekeeping and process requirements.

If there is a need for 'hands on' functional management or back office support, for example in finance or after sales areas, then ADP can provide such services on a short term basis or longer term contract if required.

Whatever the requirements, ADP has the skills, the industry knowledge and experience to understand the dealership's business and to deliver according to the specific requirements.

Moving ahead with CRM

The Autoline system holds extensive information about customers, their cars and their purchasing history. The key is to ensure that this information is accurate, fully maintained and used to deliver targeted campaigns and marketing initiatives.

Key areas where ADP can help include:

- Advice on getting more value from the Autoline CRM tools
- Creating communications in CRM – letters, emails or SMS
- Set up/run service reminders and campaigns, e.g. end of warranty reminders
- Sales enquiries, follow ups and new model launches
- CRM database cleansing routines and reporting

Customers who receive appropriate and timely communications will appreciate the courtesy of being kept informed and are more likely to respond positively when a purchasing decision is to be made.

Complete financial control

The financial management of a vehicle dealership can be a challenging and complex discipline. Issues such as keeping a tight grip on cash flow and ensuring that all the weekly/monthly routines are completed accurately are essential elements to monitor.

ADP consultants are able to advise on how to use Autoline in key areas including:

- Bank and nominal ledger reconciliations
 - Invoice verification routines
 - Month end processes
 - VAT reporting
 - Management accounts production and interpretation
 - Cash flow analysis
 - Auditor support
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Aftersales - opportunities for efficiency and greater profitability

Aftersales presents a dealership with many opportunities to improve efficiency, develop improvements in profitability and to reduce costs. Service reception and the workshop and parts departments are in many ways the heartbeat of the business and using Autoline to bring all the activities together can make a considerable difference to the bottom line.

Key areas where ADP can help include:

- Using the Autoline workshop management tools effectively
- Producing a suite of management reports to support fast decision making
- Stock level optimisation techniques
- Refining recommended stock orders
- Managing successful stock checks
- Introducing perpetual stock checking
- Ensuring that work-flows are harmonised with Autoline processes

Reporting - presenting information and making decisions

Autoline users appreciate that the system represents a powerhouse of information which is there to be used, to exploit and to be worked hard to deliver benefits to the business.

Although the system offers a range of reports as standard, these may not cover the specific requirements that the business has identified – for example presenting key performance indicators.

When a particular report is needed, the challenge is often not having the necessary time, the skills and expertise to produce the report.

ADP offers a report writing service covering:

Ad-hoc reports - ADP can either write ad-hoc reports or train users on how to use the report management tools more effectively.

Write, amend and update existing reports - ADP can help write new reports or make changes to existing reports to reflect a dealer's current information needs.

ADP can also advise on how to add these reports on to a user's menu for immediate access and production.

Training - the vital ingredient

MARKETING - SHOWROOM - SALES - PARTS - SERVICE - FINANCE

ADP offers consultant-led training on all aspects of the Autoline system - including bespoke courses tailor-made to suit specific requirements.

There may be a need to introduce new employees to Autoline or provide existing staff with refresher training or to expand their knowledge.

The key factor is to appreciate that ADP is able to work closely with each customer and develop a training programme to suit specific requirements.



There is more to Autoline....

Autoline is a very comprehensive system and in the early stages following installation the focus will be on using the core modules and facilities. The more advanced tools and functions are available when basic familiarities are in place and the system is running smoothly.

In some cases, there will simply be some additional set up work and training to be completed. Other functions may be system options which will be subject to contract terms and additional installation terms.

This checklist may identify areas of the Autoline system that are waiting to be brought into use:

- Fixed Assets
- Advanced Analysis
- Vehicle rentals
- Courtesy car functions
- Fleet management and leasing
- Management Accounts including drill-down tools
- Showroom module
- Workshop Loading
- Microsoft interfaces
- Credit chase functionality
- Cheque payments / BACS in Purchase Ledger
- Parts stock order generation
- 'Back to back' ordering
- Perpetual / daily stocktaking

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