

REALaftersales⁺

A REALtime
Communications
Aftersales Product

Welcome to **REALaftersales⁺**.

REALaftersales+ is your path to a fully digital future in automotive aftersales. Building on our **REALaftersales** solution, we work with you to add new solutions for your customers and your staff, allowing you to be a fully digital aftersales operation.

Going digital is a journey your retailer will go through to transform its working practices, from traditional processes that are often paper-based through to digital functions to streamline the way you work.

The outcome is increased efficiency, time and cost savings, and improvements to customer satisfaction and staff well-being.

Let us show you how...



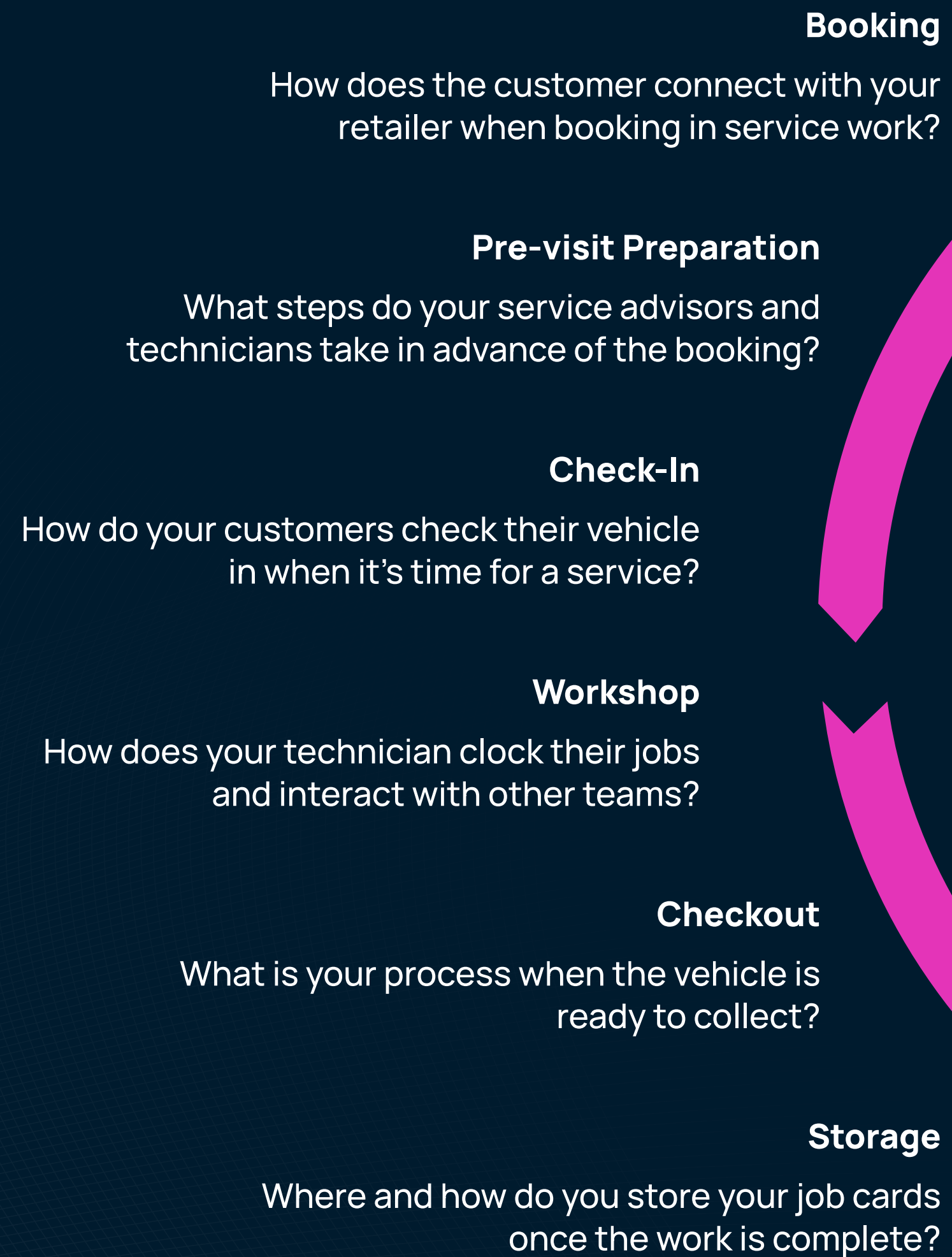
The journey starts here.

To begin the process of 'going digital', we need to first understand today's picture within the retailer.

This review involves a detailed look at the various touchpoints for both the customer and retailer during each customer visit for service work.

We look across the six key areas, process-map each of them and begin the planning process for the change to digital.

Our aim is to remove paper-based processes, and those that involve manual interactions between teams.



We complete the loop.



Storage

Save all your documents online for instant access and free up storage space

- ✓ Allow your team access to the files they need instantly
- ✓ Access from any location
- ✓ Automated document upload direct via secure APIs
- ✓ Removes all paper-based documents, freeing up storage space for other purposes
- ✓ Keep a full audit trail of activity for maximum transparency.

Booking

- ✓ 24/7 online booking, integrated into the DMS workshop allocations
- ✓ Resource management and WIP creation
- ✓ Menu pricing integrations for instant service costing*
- ✓ Automated recall checks, removing double keying*
- ✓ Full courtesy car management with third parties or internally
- ✓ Follow up and upsell campaigns.

Pre-visit Preparation

Digital job card preparation with fully automated and integrated checks in place

- ✓ Checklist creation for workshop activity – keep your standards in line
- ✓ Technician reviews all tracked directly on job card
- ✓ Pre-allocation of job and technician time, so your technicians have their day booked in advance
- ✓ Diag preparation with instant storage
- ✓ Pre-pick parts in a single view.

What could digital look like for your retailer?

Checkout

Automatically notify customers and follow up on amber and deferred work

- ✓ Review all of the work completed
- ✓ Revisit the work identified on the evhc
- ✓ Capture the customer's signature
- ✓ Pre-book any amber deferred work
- ✓ Automate CSI contact

Workshop

Digital Tech App enables you to queue jobs and clock all time by your technicians

- ✓ Remove all manual job cards
- ✓ Save time with a fully electronic clocking solution
- ✓ Fully integrated with EVC with no double keying
- ✓ Technicians can add additional work directly to the job card to request authorisation
- ✓ Get a clear view of the status of all vehicles from road test and valet through to quality checks.

Check-in

Online customer check-in, with integrated customer signature

- ✓ Customers can check in online using their own device
- ✓ Capture additional work and authorisation
- ✓ Present service costs digitally to the customer and get instant authorisation
- ✓ Complete vehicle damages checks complete with media
- ✓ Track everything automatically and digitally on job card.

* Where available.

Why make the change.

Our early adopters of the solution are already making considerable wins every day, from increased technician efficiency through to cost savings on paper alone.

We conducted an independent time and motion study, where a before and after implementation snapshot was taken.

Direct financial saving
in excess of
£12k per year
in print and paper costs alone

Technician efficiency
increased by an average of
8%

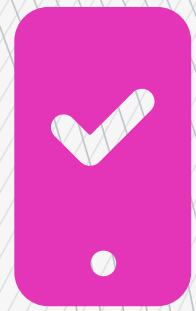
Technician productivity
increased by an average of
5%

Technician non productive
hours reduced by
35%

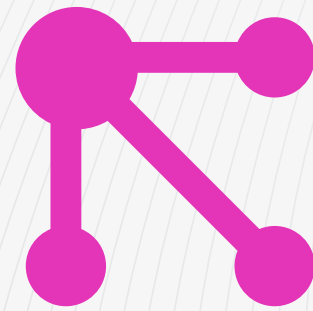
An average of
3hrs
per day of time-saving
in call centre

A reduction of administrative
time of 30 mins per job equating
to an average saving of
24hrs
every working day

Benefits.



Create a fully digital experience for your customers



Integrate with other third parties to suit your business



Increase technician and service advisor efficiency through automated workflows



Save money by going paperless



Faster and simpler customer interactions



Remove the physical job card

Supporting customers through digital changes.

Not all customers will be ready to adopt all changes at once. We understand that change can take time and are happy to support our retailers through their digital transformation.

Speak to a member of our team today who can offer advice on the right first step on your digital journey.



Key facts.

- ⚙️ Create a fully digital experience for your customers
- ⚙️ Integrate with other third parties to suit your business
- ⚙️ Increase efficiency through automated workflows
- ⚙️ Inspire greater customer confidence
- ⚙️ Save money by going paperless
- ⚙️ Online booking with real-time resource checks
- ⚙️ Customer check-in/out with automated messaging
- ⚙️ Advisor App for customer arrivals and authorisations
- ⚙️ eVHC and Workshop Management features built in.



Part of the Aftersales product range.



Products	REALevhc	REALaftersales	REALaftersales ⁺
Features			
Workshop*	✓	✓	✓
Inspection	✓	✓	✓
3rd Party Integrations	✓	✓	✓
Reporting	✓	✓	✓
Outbound**	✓	✓	✓
Inbound Booking	—	✓	✓
Online Booking (optional add-on)	—	+	✓
Online Check In (optional add-on)	+	+	✓
Online Check Out (optional add-on)	—	+	✓
Paperless Service (optional add-on)	—	+	✓
Valet App (optional add-on)	—	+	✓
Storage*** (optional add-on)	—	+	+

*Basic version only for REALevhc
 ** Deferred campaigns only for REALevhc
 ***Full upgrade to REALstorage available

✓ Included
— Not included
+ Optional add-on

About REALtime Communications.

REALtime Communications has over 20 years' experience in aftersales. We supply you with proven solutions to streamline your aftersales operations, helping you drive revenue and deliver a truly premium customer experience.

We offer a complete solution using open-platform technology to facilitate the integration of the most effective dealer software.

REALtime Communications is proud to work with many franchise dealers across the UK and is an approved supplier to several OEMs.

We are experts in delivering 'REAL Lifetime Value' for our customers.



For more information on **REAL**aftersales+,
or to arrange a demonstration, please contact us.

Email our team: info@rtcauto.co.uk

Or visit our website: www.rtcauto.co.uk