



REALaftersales

A REALtime
Communications
Aftersales Product

Welcome to **REAL**aftersales.

REALaftersales provides a complete solution for your Aftersales team. Empower them to book service and repair work, utilise full eVHC, track all jobs in one place through Workshop Management, and create full outbound campaigns to maximise your service opportunities.

We sit at the heart of the automotive industry, connecting OEMs and their dealerships with proven processes and technology, and helping them keep pace as the industry rapidly evolves. We offer a complete solution, using open-platform technology to facilitate the integration of the most effective dealership software.

We offer real-time DMS integration – in most cases this can be read AND write, saving your dealership time and money in the process.

Let us show you how...



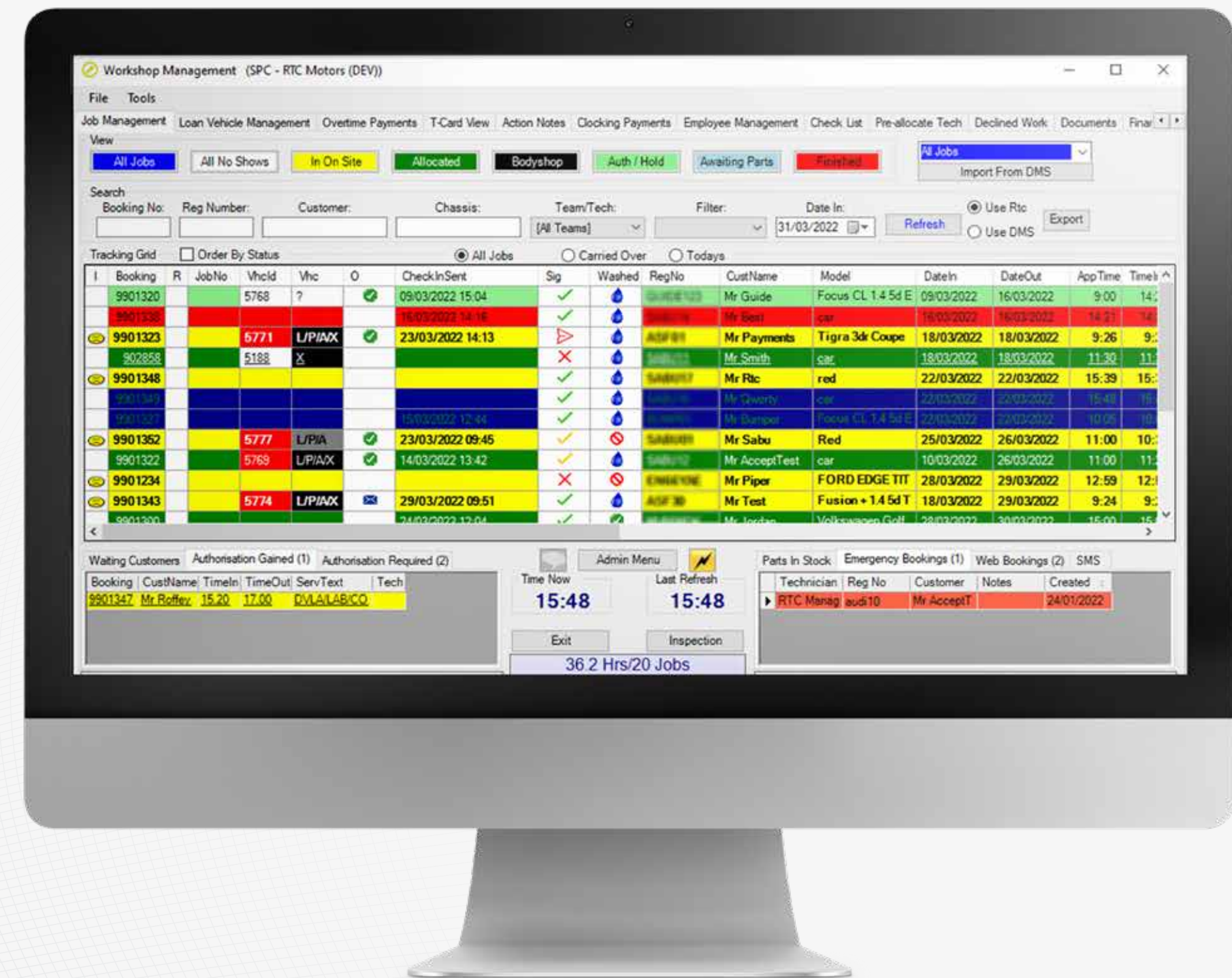
Complete workshop management.

REALaftersales gives your team complete control over your workshop activity, empowering your team to work more efficiently and delivering a truly premium customer experience.

Through a live workshop view, you can see the status of all vehicles on-site, seeing where they are in the service journey and enabling your team to focus on the areas that matter.

You can also manage all your resources, allocating technicians and targeting performance as they clock on and off jobs.

All this is managed through a tailored setup as agreed with your business, allowing you to create your ideal aftersales process and supporting everyone in your team to complete the steps that matter to you and your business.

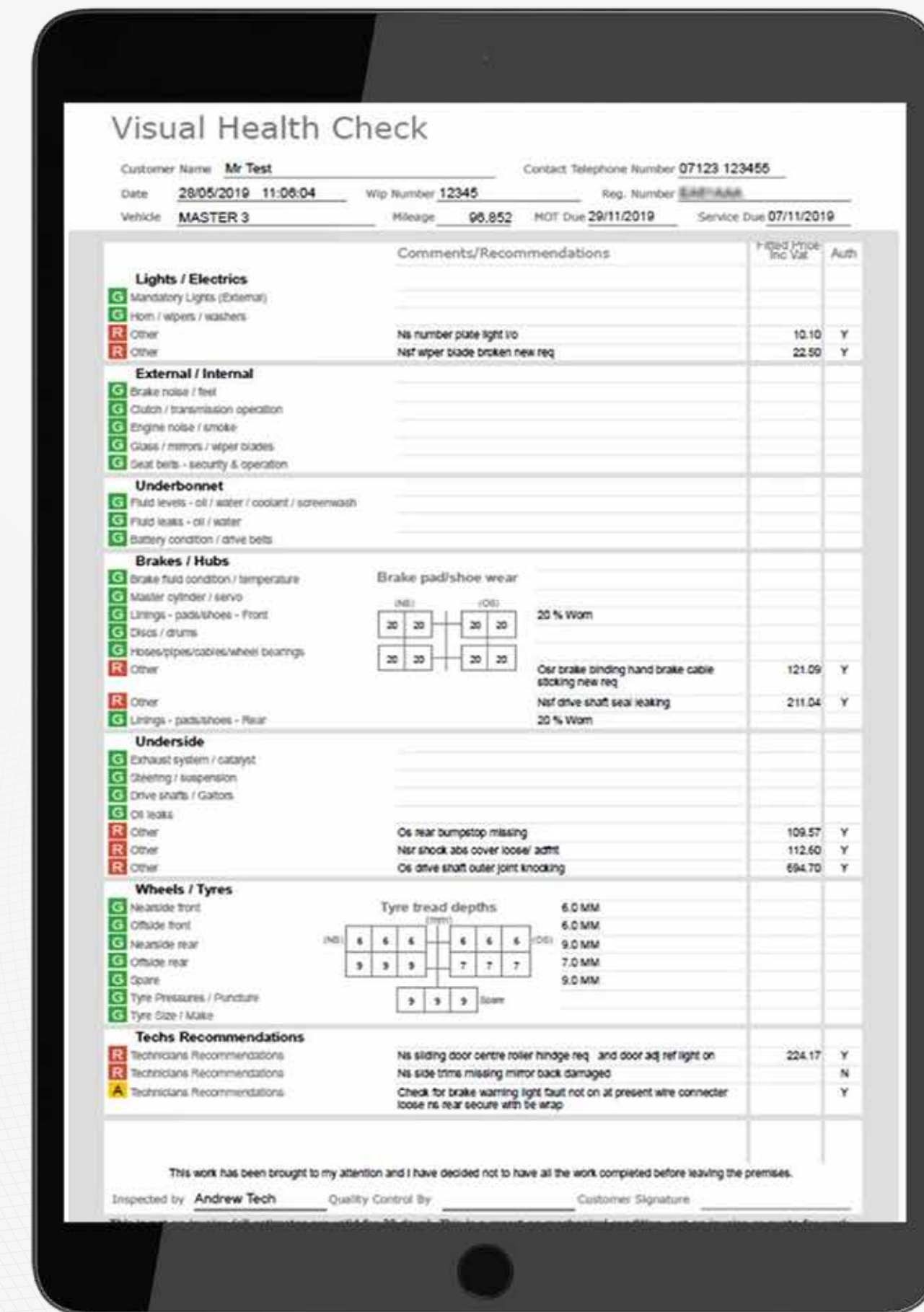


eVHC your way.

Our digital eVHC solution allows your dealership to capture all required repair work quickly and simply, in a user-friendly format that can be used on PC or mobile devices.

Your technicians have the flexibility to record eVHC outcomes, and see any work that was previously identified – meaning your dealership doesn't miss an opportunity with the customer.

It can also be tailored to meet many OEM health check standards and keep an audit trail of all activity throughout – meaning you're in control of your dealership.



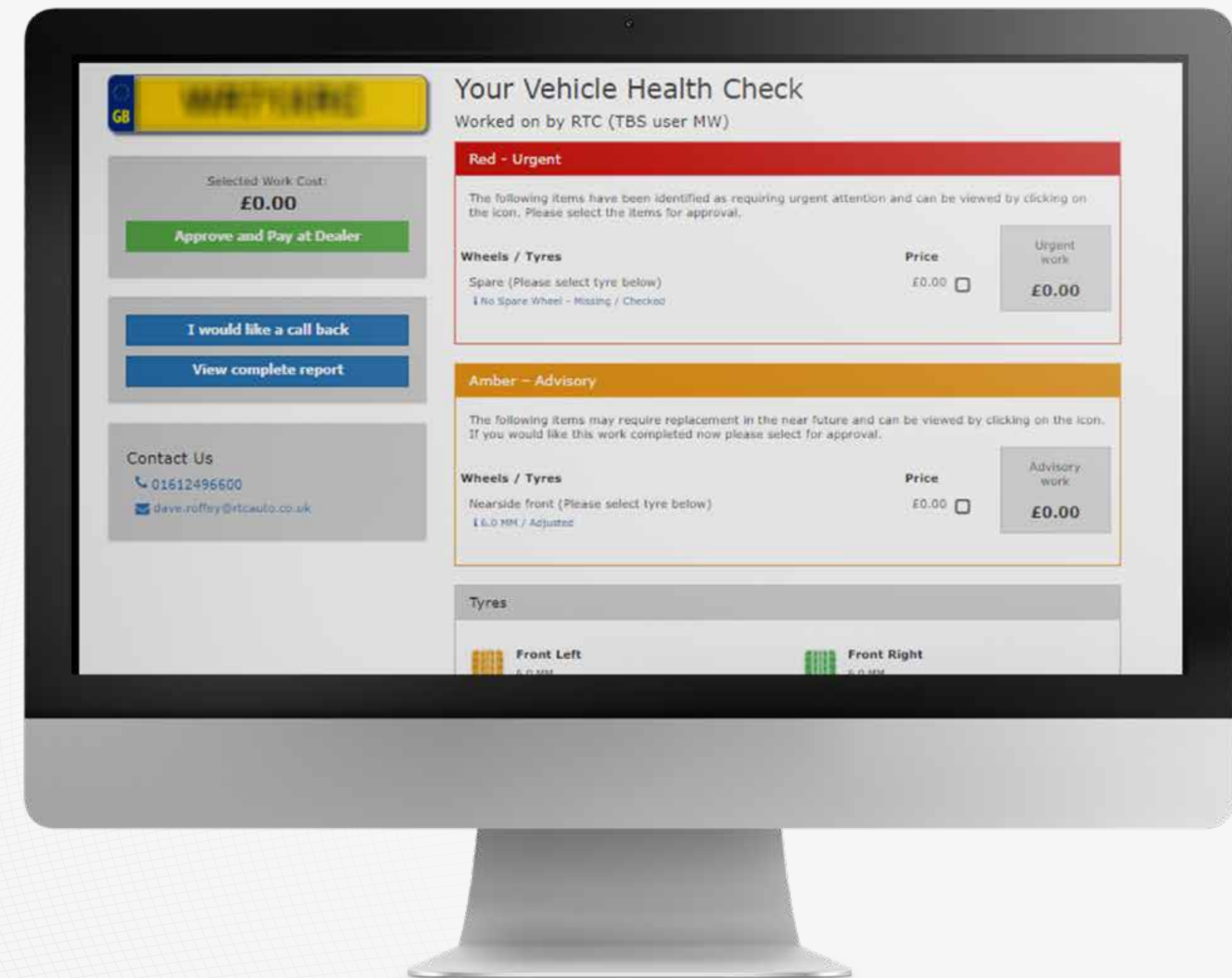
Authorisation and follow-up.

Ensuring that your customers are contacted and followed up is key to generating additional revenue from your service and repair work.

All items identified as red or amber are flagged in the system, allowing your service advisors to contact the customer to gain authorisation.

Customers can also authorise work directly, using a fully responsive eVHC webpage.

If amber work is not completed at the time of service, our system marks these for follow up on the date they are estimated to become due, so you can contact the customer again in the future to get them booked in for the work to be completed.



Media and integrations.

Our eVHC solution provides a range of features and integrations, all designed to make your workshop more efficient.

Our built-in media allows your technicians to take photos and videos during the eVHC, recording the areas of concern for the customer and allowing them to see the work that is required.

When the vehicle is checked in on site the eVHC is created as part of the process, this ensures you can track every job on site, monitor conversions as well as the overall opportunity available.

We have also integrated with a number of industry partners from tyre providers, payment providers and even other media providers – all depending on how your dealerships want to work.



Outbound customer contact.

Key to your Aftersales team success is ensuring that every customer is contacted quickly and with relevant information.

Through **REAL**aftersales, you can create bespoke contact lists for customers based on campaigns and retention contacts such as lapsed customers, amber work or other seasonal campaigns.

Bespoke call scripts can be created, delivering a consistent message for all your customers, as well as automated customer communications via SMS and email.

Data can also be imported directly into the system, so if you have a campaign that you wish to run, all your data can be put in one place – ready to be contacted.

GDPR compliance and CSI are also factored in, ensuring you capture all the relevant information and ensure your customers are happy.

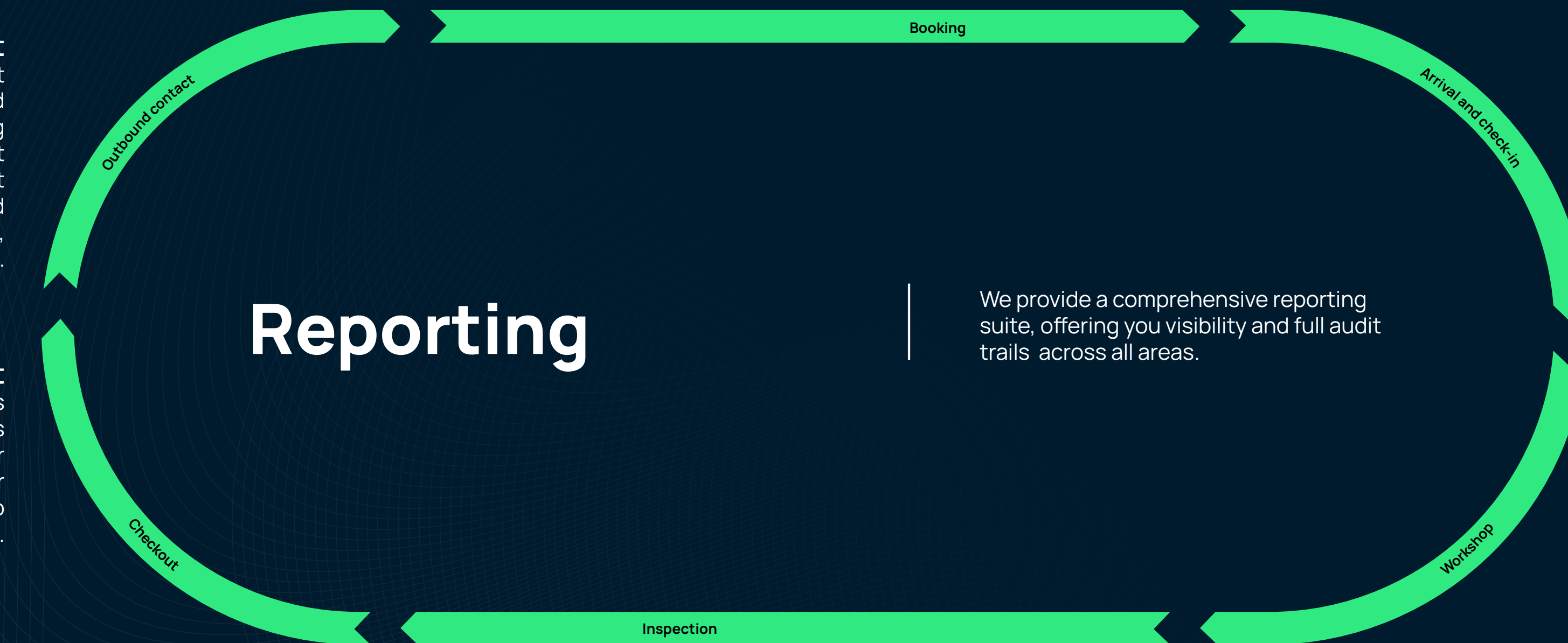


REALaftersales process.



Outbound contact
A GDPR-compliant call management system, using an intelligent interface and flexible scripts with the aim of retaining and reconnecting with the customer at the appropriate time. Supports contact creation from multiple data sources and bespoke contact chains utilising calls, email and SMS.

Checkout
We have a number of digital solutions facilitating the checkout process to support your preferred customer experience. Review the eVHC with your customer and utilise 'Book now' facility to pre-book deferred work.



Booking
An easy-to-use, fully scripted booking system that can be used in the dealership, in a centralised contact centre or via your website using the RTC live Online Service Booking solution. All solutions reflect your available resource at any point in time, generating fully automated customer communications via email and/or SMS.

Arrival and check-in
We equip you with a number of solutions designed to maximise the efficiency of the arrival and check-in processes. These include online self-check-in (from home), self-check-in (in-dealership), and digital Advisor App (facilitates damage check and GDPR), all of which capture a digital signature stored on an electronic job card.

Workshop
Workshop management is a system that provides a single business-wide 'live view' of all workshop activity. The solution manages all workshop loading and technician management including efficiency/productivity, clocking/attendance, job pre-allocation and reporting. All resources, including additional facilities such as courtesy cars/lifts/waits, are simple to manage and adjust to your business needs.

Inspection
An integrated, digital vehicle health check system, allowing technicians to complete the input via a PC or mobile device, supports voice entry (notes), image and video capture*, previously identified work, online customer authorisation with real-time alerts to your team. We support integrations to multiple tyre and finance providers, and all deferred work is automatically scheduled for outbound follow-up.

*Voice entry and media capture via our Android tech app.

We provide a comprehensive reporting suite, offering you visibility and full audit trails across all areas.



Working with Keyloop.

We have a long-established relationship with Keyloop, working together since the early 2000s, and are proud to be a Certified Keyloop Partner, with full read/write integration for 8.35 and Drive.

REALtime Communications Aftersales solutions connect directly into the DMS, in real time. We can check, create and update customer records directly from our system, meaning no need to double key.

Having full connectivity to the DMS allows real-time access, making identifying customers, logging work and allocating jobs a much smoother process.

We also work with other DMS providers – for more information on this, speak to a member of our team who will be happy to help.

The logo for Keyloop, featuring the word "keyloop" in a dark blue, lowercase, sans-serif font. The letter "o" is stylized as an infinity symbol. A small "TM" trademark symbol is positioned to the upper right of the "p". **Approved Partner**

Our integration partners.

Our list of well-established relationships and integrations with many third-party suppliers is ever-growing.

These integrations allow you to work seamlessly with REALaftersales to access their services, from courtesy cars through to service plan checks.

These partners integrate at different stages of our platform, helping you to access information faster and get back to the job in hand without moving away to other platforms, or double keying.



*non exhaustive list.

Benefits.



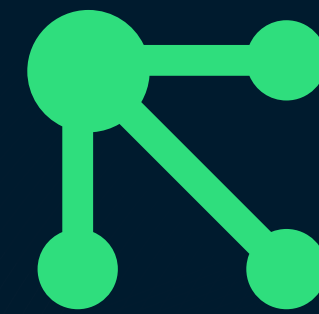
Track your jobs in real time and make changes to keep you on track



Brings all your third parties into a single user journey, in a fully integrated solution



Fully scripted booking, deployable in dealership and/or contact centres



Real-time DMS integration for accurate booking management



Full eVHC solution to support sale of additional red and amber work



Automatic generation of bespoke customer contact lists

Key facts.

- ⚙️ Live workshop view
- ⚙️ Full resource management
- ⚙️ Checklist functions
- ⚙️ Notifications on job status
- ⚙️ Views based on user roles and permissions
- ⚙️ Technician management (clocking) and targeting
- ⚙️ Courtesy car management
- ⚙️ Create contact lists for customer
- ⚙️ Third-party integrations including DMS
- ⚙️ Create scripts for call centre use
- ⚙️ Automate customers comms SMS/EMAIL
- ⚙️ Create bespoke contact chains
- ⚙️ CSI modules
- ⚙️ GDPR updates and management.



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