



A REALtime Communications
Aftersales Product

Welcome to REALevhc.

REALevhc provides a transparent, simple eVHC solution to maximise your service, red/amber and other repair work opportunities.

Being able to provide clear advice on additional repair work allows your workshop to maximise upsell and deferred opportunities with customers, while ensuring their vehicle is safe for the road ahead.

Upsell performance identified through the eVHC can also be monitored through a robust reporting suite – management and tracking.

Our eVHC solution allows you to maximise your repair opportunities, from identification through to customer follow-up – increasing your revenue opportunities throughout.

Let us show you how...

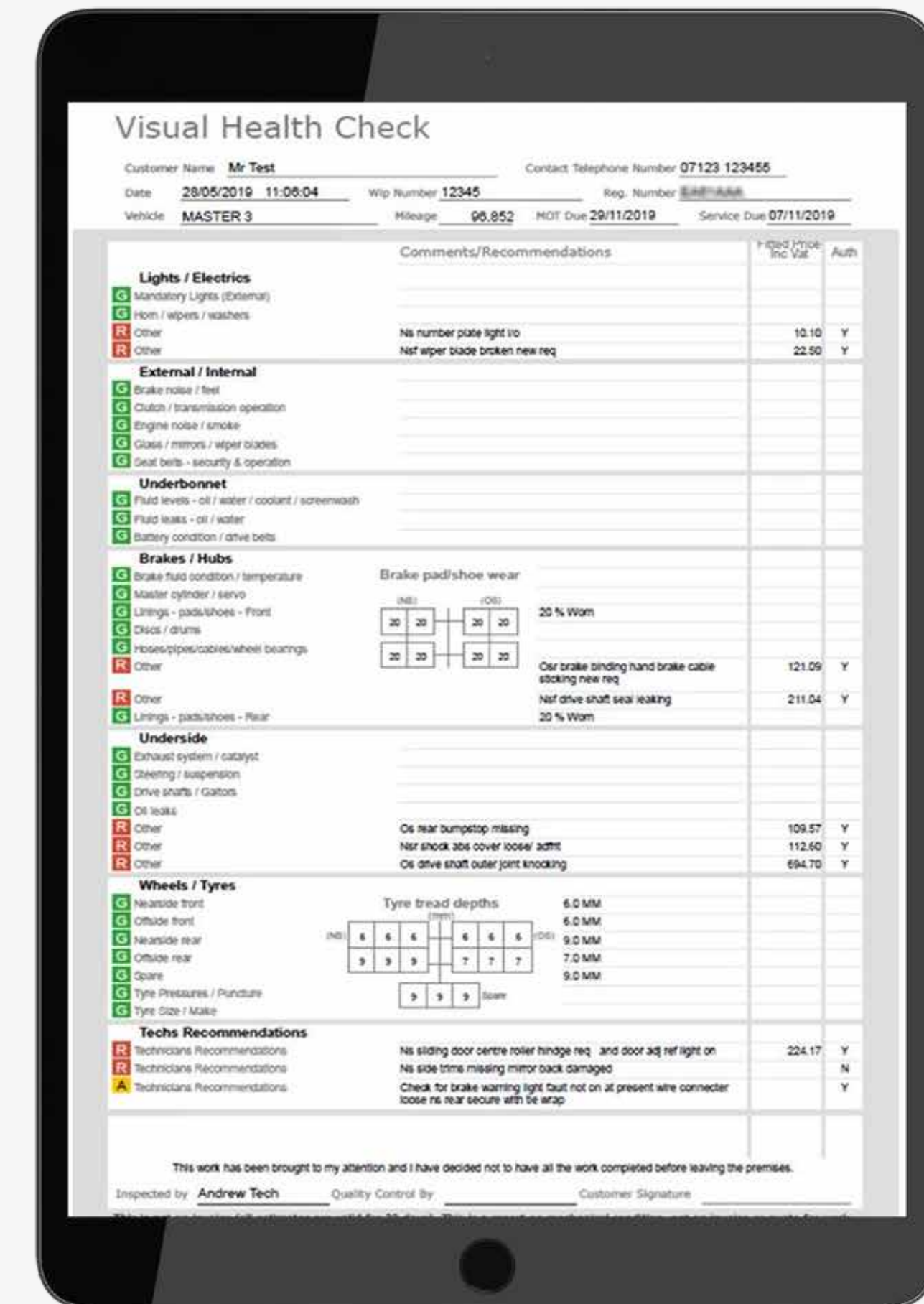


eVHC your way.

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.



Visual Health Check

Customer Name: Mr Test Contact Telephone Number: 07123 123455
 Date: 28/05/2019 11:06:04 Wip Number: 12345 Reg. Number:
 Vehicle: MASTER 3 Mileage: 06,852 MOT Due: 29/11/2019 Service Due: 07/11/2019

Findings	Inc. Val.	Auth.
Lights / Electrics		
<input checked="" type="checkbox"/> Mandatory Lights (Exterior)		
<input checked="" type="checkbox"/> Horn / wipers / washers		
<input checked="" type="checkbox"/> Other		
<input checked="" type="checkbox"/> Other		
External / Internal		
<input checked="" type="checkbox"/> Brake noise / test		
<input checked="" type="checkbox"/> Clutch / transmission operation		
<input checked="" type="checkbox"/> Engine noise / smoke		
<input checked="" type="checkbox"/> Glass / mirrors / wiper blades		
<input checked="" type="checkbox"/> Seat belts - security & operation		
Underbonnet		
<input checked="" type="checkbox"/> Fluid levels - oil / water / coolant / screenwash		
<input checked="" type="checkbox"/> Fluid leaks - oil / water		
<input checked="" type="checkbox"/> Battery condition / drive belts		
Brakes / Hubs		
<input checked="" type="checkbox"/> Brake fluid condition / temperature		
<input checked="" type="checkbox"/> Master cylinder / servo		
<input checked="" type="checkbox"/> Linings - pads/shoes - Front		
<input checked="" type="checkbox"/> Discs / drums		
<input checked="" type="checkbox"/> Hoses/pipes/cables/wheel bearings		
<input checked="" type="checkbox"/> Other		
<input checked="" type="checkbox"/> Other		
<input checked="" type="checkbox"/> Linings - pads/shoes - Rear		
Underside		
<input checked="" type="checkbox"/> Exhaust system / catalyst		
<input checked="" type="checkbox"/> Steering / suspension		
<input checked="" type="checkbox"/> Drive shafts / Gaitors		
<input checked="" type="checkbox"/> Oil leaks		
<input checked="" type="checkbox"/> Other		
<input checked="" type="checkbox"/> Other		
<input checked="" type="checkbox"/> Other		
Wheels / Tyres		
<input checked="" type="checkbox"/> Nearside front		
<input checked="" type="checkbox"/> Offside front		
<input checked="" type="checkbox"/> Nearside rear		
<input checked="" type="checkbox"/> Offside rear		
<input checked="" type="checkbox"/> Spare		
<input checked="" type="checkbox"/> Tyre Pressures / Puncture		
<input checked="" type="checkbox"/> Tyre Size / Make		
Techs Recommendations		
<input checked="" type="checkbox"/> Technicians Recommendations		
<input checked="" type="checkbox"/> Technicians Recommendations		
<input checked="" type="checkbox"/> Technicians Recommendations		

This work has been brought to my attention and I have decided not to have all the work completed before leaving the premises.

Inspected by: Andrew Tech Quality Control By: Customer Signature:

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.

We can integrate directly with your DMS*, pulling in bookings made automatically for your team to action, or you can choose to manually create jobs in the system.

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

* Subject to DMS provider availability.



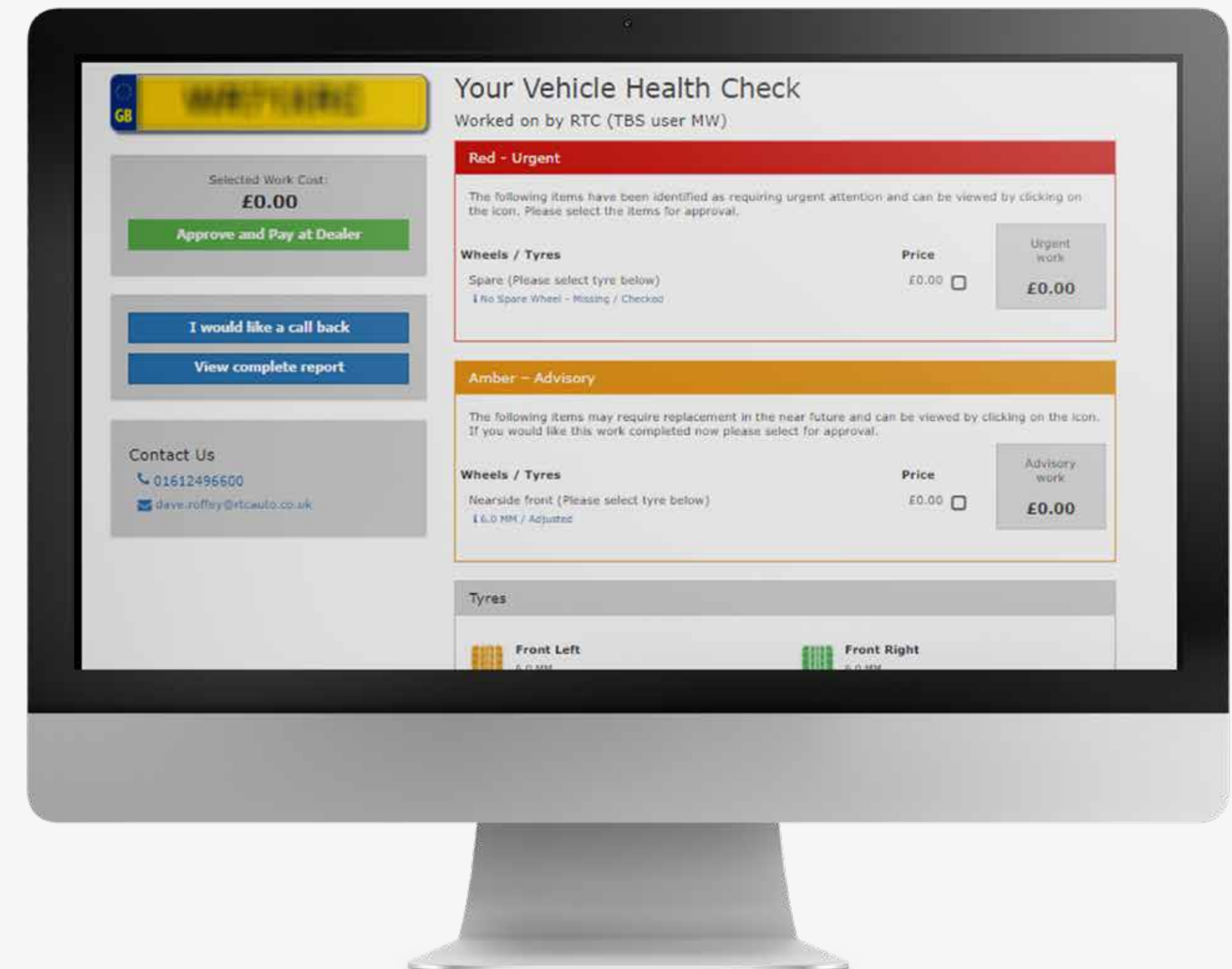
Authorisation and follow-up.

Ensuring that your customers are contacted 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.



Benefits.



Identify and record repair work through a user-friendly system



Record media including video and photos for improved job conversions



Follow up customers for red and amber work



Create vehicle health checks to ensure all areas of the vehicle are checked



Increase revenue from repair work, creating a consistent revenue stream



Increase team efficiency through a single view of jobs and vehicles




Key facts.

- ⚙️ Process-driven eVHC solution
- ⚙️ Live visibility of eVHC status
- ⚙️ Fully time-stamped with alerts
- ⚙️ Ability to look up parts stock via catalogue
- ⚙️ Configurable fixed priced items
- ⚙️ Media approval by advisors
- ⚙️ Customer-facing, eVHC authorisation webpage
- ⚙️ Tyre supplier integration
- ⚙️ Short-term finance integrations
- ⚙️ Declined red work presented for second facing
- ⚙️ Amber contacts automatically created for outbound.



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 REALevhc, or to arrange a demonstration, please contact us today.

Email our team: info@rtcauto.co.uk

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