

Workshop Process Manager Field Operations Manager

Executive Summary

Prepared By

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Introduction

AutoDealerVision is an automotive, agricultural and materials handling dealership software product designed to help streamline the way motor dealer and materials handling workshops do business. In particular it is designed to increase workshop productivity and efficiency, and to help elevate customer service levels to the highest possible standards.

AutoDealerVision has an onsite workshop management application (Workshop Process Manager) and an offsite mobile technician management application (Field Operations Manager). Both applications have been designed with user in mind, with an easy and functional tracking system which not only speeds up in-house processes, but gives all staff up to the minute information on the exact status of repair orders, allowing quick and easy updates to customers.

Workshop Process Manager (WPM) was originally conceived due to an expression of interest from a Toyota dealer in implementing an electronic system that would facilitate existing service job management requirements from Toyota's TSM program. This would require provision of accurate and timely means of tracking workshop jobs whilst in progress, recently completed, or scheduled to start work. In consultation with Australia's largest Toyota motor vehicle dealer – Sci-Fleet Toyota – Hi-Powered Networking and HarrisonGraham Technologies worked to expand the model to include much needed functionality with respect to Repair Order (RO) management, scheduling, and job allocation. This includes easy searching functions, email alerts for comments and completed jobs, and recently the option to book jobs in advance with multiple day access.

Field Operations Manager (FOM) was a concept initially discussed with one of Australia's premier material handlers, Toyota Material Handling Queensland. Due to the requirement for offsite management of technicians, the system needed to not only track current repair orders, but the controllers needed a quick and effective way to perform everyday tasks, such as booking jobs well in advance, and tracking parts allocation more consistently. The resulting system (FOM) allowed all of this functionality that was previously not available with the manual system. Field Operations Manager includes quick client search, scheduling, job allocation, the ability to differentiate between urgent and standard jobs and powerful reporting functions.

AutoDealerVision offers DMS integration to several packages including Pentana Solutions DealerPro & ERA2, and EBS. DMS integration is not a requirement, however, and the system can function effectively without any interaction with a DMS system. ADV employs a client/server model, and it is possible to configure ADV to view information in remote locations simultaneously, if suitable network connectivity and means of authentication is provided.

Why Use AutoDealerVision

AutoDealerVision eliminates the need to use a manual system in your workshop. This allows Workshop Controllers, Technicians, Service Advisors and Managers to know the exact status of each repair order at any given time, allowing for greater control and customer service. Customers will no longer have to wait on hold, or be left unattended at the front counter, while Service Advisors check with the technician or controller about the current status of a particular job. With a quick look at the screen they will know straight away whether a job has been started yet, is currently being worked on, or is waiting on parts, etc. The Service Advisors can also be more readily proactive in calling customers to let them know if their vehicle may be delayed or if they need to receive approval for work to continue, just by a glancing at the screen. The Workshop Controller and Service Managers will know if Technicians are continually running over the expected

job duration. The controller will also be warned if a job needs to be started to make pick-up time. These are only a few of the benefits of using the ADV products at your workshop.

How Workshop Process Manager Works

The process for using ADV:WPM has been based around existing, paper-based systems used in most dealerships today. The system is probably best simplified into a two step process:

Step 1: RO Entry

- RO's are initially entered into WPM via the RO Manager interface. Here, useful data is collected about the RO, and stored in the main system database. For integrated DMS systems, most of this information is populated from the DMS database once the RO number has been entered. ROs can be entered as either standard workshop jobs, or 'express service' jobs, for simple repairs or servicing. These repairs orders can be entered days, weeks or months in advance.

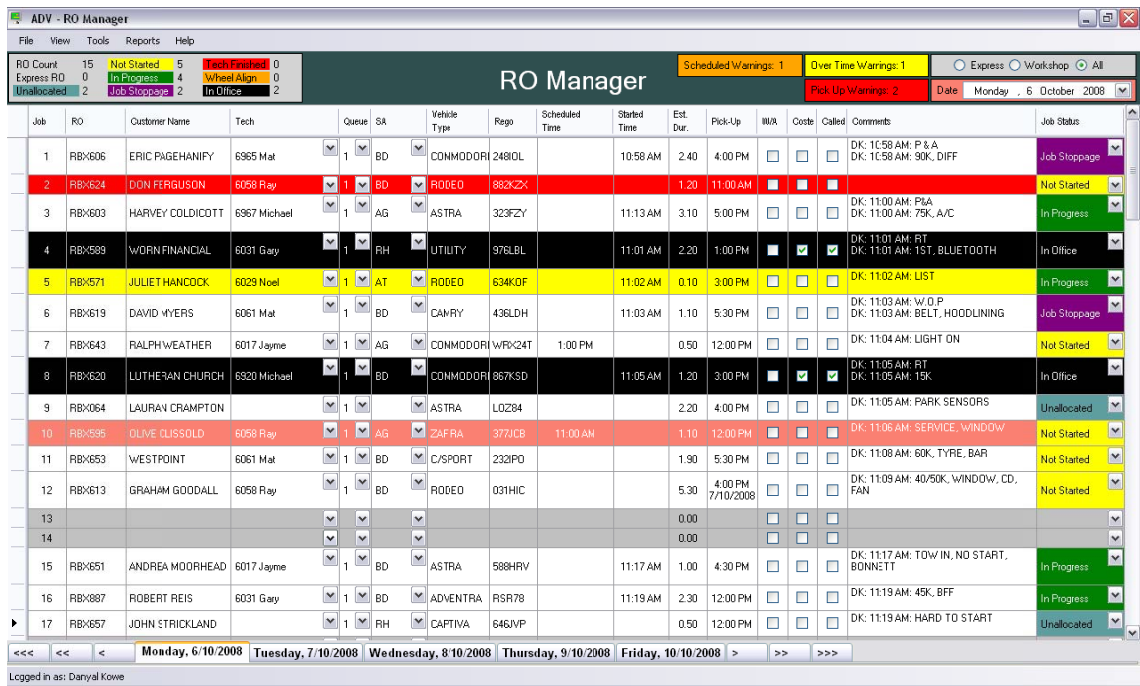


Figure 1: Entering RO information into RO Manager

- Workshop Controllers, or other nominated personnel, can then allocate jobs to technicians by their technician code, and also allocate the associated Service Advisor for that job. Estimated job duration must be entered at this time, or retrieved from the DMS, if available.

Step 2: Ongoing RO Management

- As the workday progresses, Workshop Controllers can start, stop, reallocate and reschedule jobs as required. The WPM system provides visual alerts for jobs that might run overtime, or that will not be completed before the customer pickup time (based on estimated job time), alerting the Workshop Controller and Service Advisor that the customer may need to be called.
- As jobs are marked as completed by the Workshop Controller, Service Advisors are optionally emailed to advise them of job completion, in addition to visual cues from the Process Control Board, enabling the customer to be contacted as soon as possible to organise pickup.

Job	RO	Tech	Queue	SA	Job Status	Comments	Vehicle Type	Rego	Started	Est. Dur.	Pick-Up	IVA	Costed	Called
57	D24162	6058 Ray	1	AG	In Office	AG: 2:58 PM: CAR IS OVERNIGHT TIL 11AM PART WILL BE HERE @ 8:30AM 2/7/8. PLS REPLACE PART AND REASSESS. DK: 3:08 AM: LACKING POWER UNDER ACCELERATION (This job was stopped automatically on 4/07/2008)	ASTRA	573GCS	2:07 PM 1/07/2008	5.00	9:00 AM 3/07/2008			
34	D24310	6020 O'Grady	1	BD	In Office	DK: 8:35 AM: PROGRAM REMOTE		646JHO	10:11 AM	0:20	10:30 AM			
13	D24288	6020 O'Grady	1	BD	Job Stoppage	DK: 8:14 AM: 50K SERVICE AND CHANGE COOLANT	COMMODORE	231HYB	8:14 AM	2:00	3:00 PM			
51	D24277	6020 O'Grady	1	AG	In Progress	DK: 11:02 AM: 15K SERVICE	COMMODORE	166KTG	11:03 AM	1:20	2:00 PM			
21	D24273	6365 McBeary	1	BD	In Office	DK: 8:13 AM: *****WAIT***** DK: 7:53 AM: 15k service and wipers	BARINA	654IYL	7:57 AM	1:50	10:00 AM			
40	DD24270	6367 O'Brian	1	AT	In Progress	DK: 10:42 AM: P/S FLUSH AND ON CAR INJECTOR SERVICE			11:05 AM	1:20	2:00 PM			
12	D24276	6367 O'Brian	1	BD	In Office	DK: 8:13 AM: *****WAIT***** DK: 7:50 AM: 30k service, adj handbrake	JF VIVA	142IMU	7:57 AM	1:60	10:00 AM			
24	D24293	6367 O'Brian	1	BD	Not Started	DK: 10:43 AM: 60K SERVICE AND COOLANT WARNING LIGHT ON	VZ COMMODORE	245IEU		2:00	2:00 PM			
47	D24122	6367 O'Brian	1	AT	Job Stoppage	DK: 10:49 AM: ROOF NOT OPERATING	TIGRA	737LAP	6:24 PM 30/06/2008	500.00	4:00 PM 3/07/2008			
50	D24271	6367 O'Brian	1	AT	Tech Finished	DK: 10:36 AM: 3K SERVICE	CAPTIVA	173KVU	10:36 AM	0:50	12:00 PM			
10	D24286	6061 Stolar	1	BD	In Progress	BD: 8:41 AM: SCUDS PLEASE MATE BD: 8:41 AM: ok to do work, except bonnet struts DK: 7:56 AM: 180K SERVICE	COMMODORE	561FBR	7:57 AM	1:00	2:00 PM			
41	D24290	6061 Stolar	1	BD	Not Started	DK: 10:12 AM: SERVICE VEHICLE LIGHT ON		290YG		1:00	2:00 PM			
62	D24183	6018 Luke	1	AT	Job Stoppage	DK: 4:12 PM: GEARBOX AT GEARBOX SHOP DK: 9:01 AM: TOWED IN - POSSIBLE CLUTCH		631JQE	2:09 PM 1/07/2008	4.00	5:00 PM			
31	D24281	6018 Luke	1	AT	Tech Finished	DK: 8:39 AM: 110K SERVICE	RODEO	353KFP	10:31 AM	1:00	12:00 PM			
33	D24292	6018 Luke	1	AT	In Office	DK: 8:13 AM: 3K SERVICE *****WAIT*****	BARINA	800KBI	8:13 AM	0:50	9:30 AM			

Figure 3: Column and Sorting (Technician Sort Order shown) of RO Management using the RO Manager Interface

- RO Manager has many functions including the ability to individually customise the interface to the user specifications. The user is able to sort any columns' and may filter jobs by a particular column value. Search functions allow repair orders to be tracked down by their RO number, rego or job (or key tag) number. Users have the ability to print reports with the same layout as the current day sheet information, allowing the workshop controller and service advisors to have greater control over planning and tracking their current and future days work.

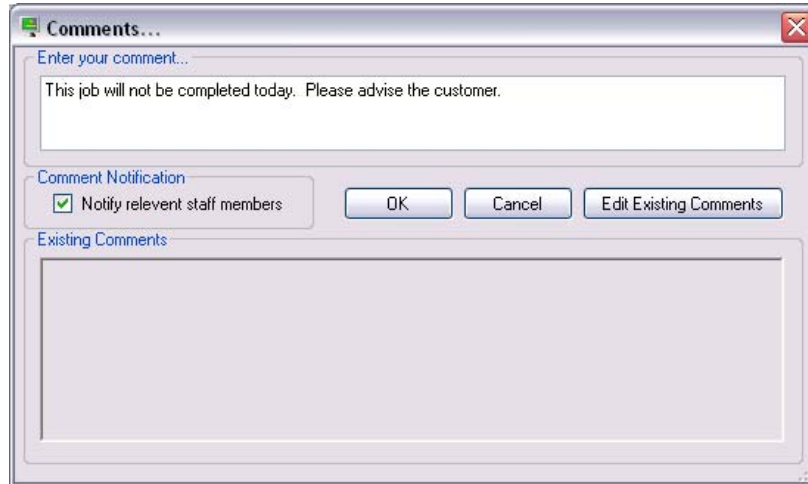


Figure 4: Inbuilt Message System for Urgent Comment Notification

- RO Manager also has the optional feature of an inbuilt message system which allows the Workshop Controller and Service Advisor to receive urgent messages in relation to their repair orders in either a pop-up or email form. These messages update automatically on RO Manager.

The Process Control Board

- The Process Control Board is updated in real time from the RO manager system. It provides a quick visual means for Service Advisors to check the status of a customer job, eliminating the need for them to physically go and check the current status board, or find and/or communicate with the Workshop Controller or technicians. This can mean a customer enquiry as to the status of their vehicle can be answered literally in seconds rather than minutes, undoubtedly greatly improving customer satisfaction with the service team at the dealership.

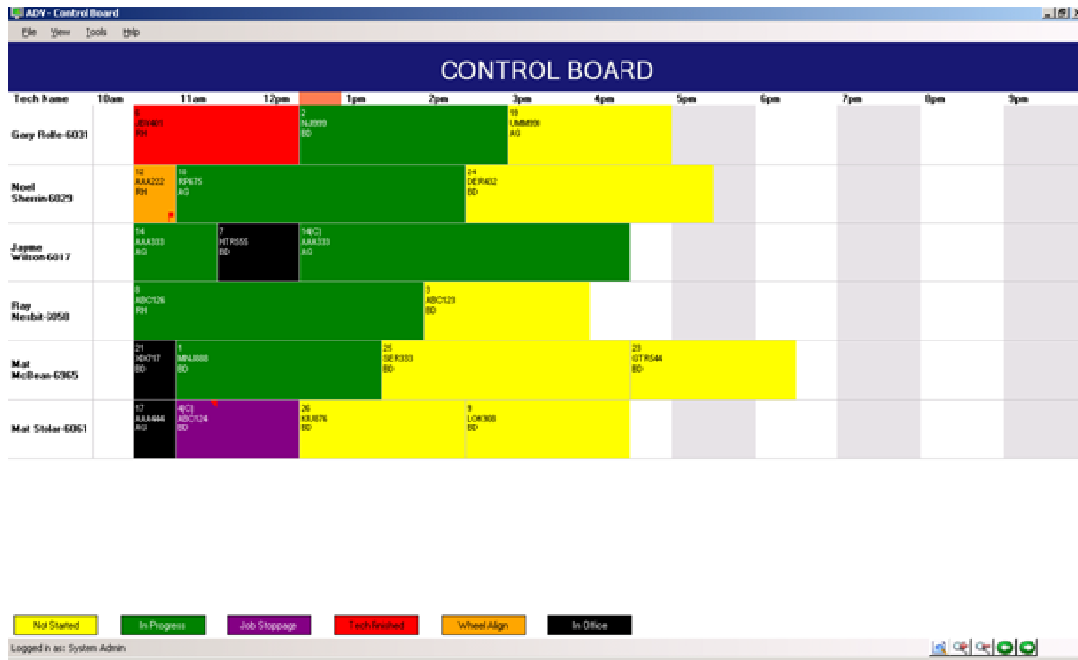


Figure 5: Process Control Board for Current Days Repair Orders

- The Process Control Board is configurable to show up to 24 hours at a time, and has customisable status indicators (over and above the standard compulsory statuses) to suit dealership requirements.

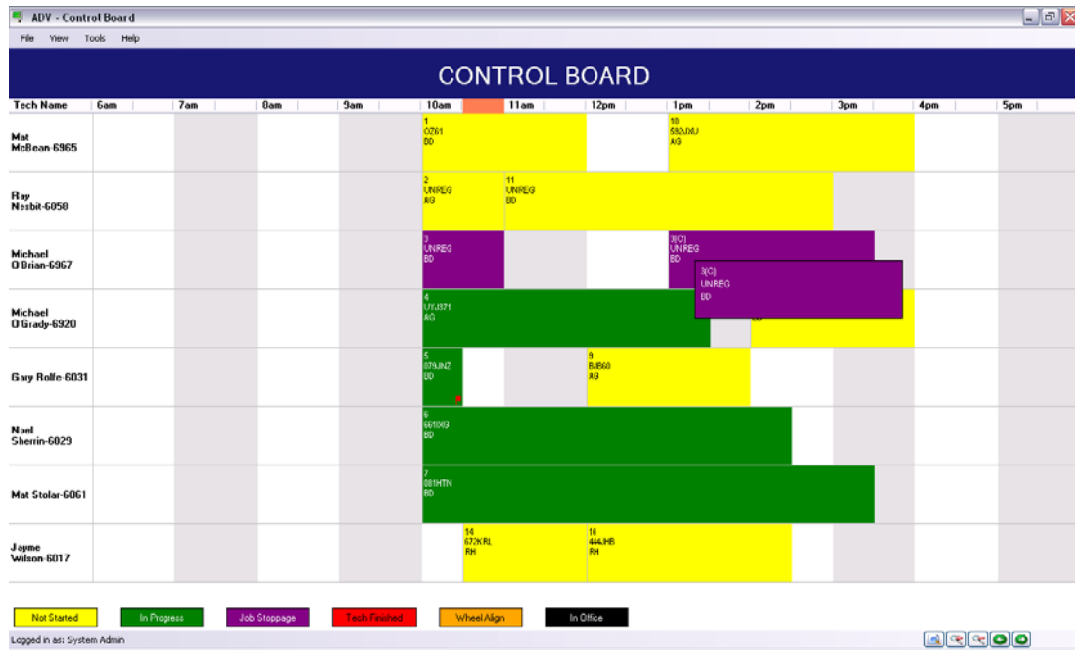


Figure 6: Control Board with Allow Drag Option

- The Process Control Board also has an option to allow unallocated Workshop jobs to be moved from RO Manager onto the Control Board and moved around the board as required.
- Jobs that have been moved onto or around the board will automatically update in RO Manager.
- The drag option allows workshop controllers to use the board as a day planner for their technicians.
- It is conceivable that dealerships could display this board in service waiting areas (for example on a flat panel monitor or plasma/LCD TV). This we believe would not only give a waiting customer the capability to view their own vehicle's status, but also give an appreciation for the advanced technology used by the dealership to ensure the most efficient means of returning their vehicle in a timely manner.

How Field Operations Manager Works

Like WPM, the process for using ADV: FOM has been based around existing, paper-based systems used in most dealerships today. The system is probably best simplified into a two-step process:

Step 1: RO Entry

- RO's are initially entered into FOM via the add job screen. Here, useful data is collected about the RO, and stored in the main system database. RO's can be entered as either standard workshop jobs or urgent jobs.

Job Type	RO Number	Rego	Model	Frame	Machine Hrs	Work Description	Parts Due	Rolled To	RO Status
Retail	RG5235	14774	2SDK8	14774		FULL SERVICE , FAN BELT AND		11/02/2008	Job Stopp...
Retail	RG5236	30798	42-4FG15	30798		SERVICE		11/02/2008	Job Stopp...
Retail	RG5237	110816	42-6FG15	31133		SERVICE		11/02/2008	Job Stopp...
Retail	RG5238	14617	02-5FG15	14617		SERVICE		11/02/2008	Job Stopp...
	RG6963		5FB18			CHECK PROBLEM WITH MACHINE		11/02/2008	Job Stopp...
Hire	RG6964	HF2123	42-7FG25	20829				5/02/2008	In Office
Hire		HE2123	42-7FG25	20829		SERVICE		11/02/2008	Job Stopp...

Figure 1: Entering RO information into Field Operations Manager

- Workshop Controllers, or other nominated personnel, can then allocate jobs to technicians, enter the repair orders attached to the job, allocate RO's and add any other information that may be required. The job status and any updated information is changed in the add/change job screen.

Jobs can be added days, weeks, months or even years in advance eliminating the need to manually diarise service jobs. At any time the user is able to view future dates which enables better utilisation of time and technicians.

Step 2: Ongoing Field Operations Management

- As the workday progresses, Workshop Controllers can start, stop, reallocate and reschedule jobs as required. All urgent jobs are displayed in red at the top of the screen for easy visual access. If a job is In Progress it will display the repair order in green. Once jobs are completed they are marked In Office and the line appears black and drops to the bottom of the screen.

Client	Contact Name	Contact Number	Comments	Time	Technician	Contro...	Type	Qu	Started	RD	Rego	Work Description	Urg	Job Status
WOOLWORTHS - LAR...	NEIL	0439604758	DENNIS A...		29-Darren ...	Paul B...		1	8/02/2008 12:44 PM			3 MACHINES N...	<input checked="" type="checkbox"/>	Job Stopp...
CUNNING PAUL & TRA...	PAUL	0412585602	REPAIR		20-Daryl ...	Paul B...	Retail	1				ELECTRICAL PR...	<input checked="" type="checkbox"/>	Not Started
P & O TRANS AUSTR...	WAYNE	38959536			41-Rob Sc...	Paul B...	Hire	1		RG7301	HF1659	BLOWN SIDE S...	<input checked="" type="checkbox"/>	Not Started
DEE GEES BOBCATS ...	DEAK	0413342244	MACHINE ...		49-Luke G...	Paul B...	Retail	1	8/02/2008 1:21 PM	RG7322	C30576	NO GO PEDAL ...	<input checked="" type="checkbox"/>	Job Stopp...
INDUSTRIAL GAL - EA...			REPAIR		33-Guy Be...	Paul B...	Hire	1			HF2467	GAS FILL VALV...	<input checked="" type="checkbox"/>	Not Started
INDUSTRIAL GAL - EA...			REPAIR		33-Guy Be...	Paul B...		1				BOTTLE NEED ...	<input checked="" type="checkbox"/>	Not Started
KILDDY PASTORAL - K...	JOHN PER...		REPAIR		03-Marco ...	Paul B...	Hire	1	8/02/2008 2:20 PM	RG7329	T00163	BLOWN SIDE S...	<input checked="" type="checkbox"/>	Sublet
AKZO NOBEL - YERON...	KIM LITTEE	3892-8888	SERVICE		48-Kyle Bu...	Guy B...	Hire	1	13/02/2008 3:30 PM		BT07269	SERVICE	<input checked="" type="checkbox"/>	In Progress
AKZO NOBEL - YERON...	KIM LITTEE	3892-8888	SERVICE		48-Kyle Bu...	Guy B...	Hire	1	13/02/2008 3:30 PM		BT07266	SERVICE	<input checked="" type="checkbox"/>	In Progress
AKZO NOBEL - YERON...	KIM LITTEE	3892-8888	SERVICE		48-Kyle Bu...	Guy B...	Hire	1	13/02/2008 3:30 PM		BT04058	SERVICE	<input checked="" type="checkbox"/>	In Progress
AKZO NOBEL - YERON...	KIM LITTEE	3892-8888	SERVICE		48-Kyle Bu...	Guy B...	Hire	1	20/12/2007 10:58 ...	RG3084	HF2709	SERVICE	<input checked="" type="checkbox"/>	In Progress
A.P.I. - RICHLANDS			SERVICES		53-John R...	Nigel ...	Hire	1	9/11/2007 9:46 AM	R94427	HF2652	S	<input type="checkbox"/>	Job Stopp...
A.P.I. - RICHLANDS			SERVICES		53-John R...	Nigel ...	Retail	1			HF2652	DAMAGED LIFT...	<input type="checkbox"/>	Not Started
PGH OXLEY -	SCOTT		REPAIR		14-Gary Box	Nick ...	Hire	1	18/10/2007 1:21 PM	R97474	HF2091	NEEDS NEW D...	<input type="checkbox"/>	Job Stopp...
DAIRYFARMERS - TO...			CHECK MA...		51-Drew ...	Nick ...	Hire	1	29/11/2007 10:26 ...		HF2392	CHECK BATTE...	<input type="checkbox"/>	Job Stopp...
DAIRYFARMERS - BO...	GREG	3432 6246			48-Kyle Bu...	Nick ...	Retail	1	14/11/2007 12:33 ...	RG0079	HF2220	HEADGUARD D...	<input type="checkbox"/>	Job Stopp...
DOBOY 1 -			REPAIR		41-Rob Sc...	Nick ...	Hire	1		R93264	HF1726	REKIT LIFT CYL...	<input type="checkbox"/>	Not Started
ENERGEX - BANYO	FRED	34075455			03-Marco ...	Nick ...	Retail	1	13/12/2007 8:14 AM	R99365	1234F	P/STEER BRUS...	<input type="checkbox"/>	Job Stopp...
AMH DINMORE -	KEVIN	38102144	REPAIR		32-Claude ...	Wayn...	Hire	1			HF1484	PICK UP OLD G...	<input type="checkbox"/>	Not Started
AMH DINMORE -					23-Mark N...	Nick ...	Hire	1	8/02/2008 3:31 PM	RG1157	HF1900	LEVER BUSHE...	<input type="checkbox"/>	Job Stopp...
AMH DINMORE -					23-Mark N...	Nick ...	Hire	1	8/02/2008 3:31 PM	RG3719	HF1983	CHAINS, H/BRA...	<input type="checkbox"/>	Job Stopp...
AMH DINMORE -					23-Mark N...	Nick ...	Hire	1	8/02/2008 3:31 PM	R95906	HF2177	NEEDS NEW C...	<input type="checkbox"/>	Job Stopp...
FIRST FLEET - ACACIA...	NOEL	0413881001	REPAIR		39-Wayne ...	Nick ...	Hire	1	22/11/2007 9:18 AM	RG0899	BT03458	NEEDS NEW H...	<input type="checkbox"/>	Job Stopp...
CELLNET -	MARK		SERVICE		49-Luke G...	Guy B...	Retail	1	18/01/2008 8:13 AM	RG5482	BT07450	NEED COVER F...	<input type="checkbox"/>	Job Stopp...
LINDSAY BROS TRAN...	JOSH	0409607582	REPAIR		23-Mark N...	Paul B...	Hire	1	26/11/2007 1:54 PM	RG1383	HF2963	FIT STANDARD...	<input type="checkbox"/>	Job Stopp...

Figure 2: Ongoing Field Operations Management

- Field Operations Manager has reporting options as well as quick client search, RO search, rego search, the ability to filter jobs via technicians, controllers, job status or client and a quick sort order function on all columns.

The screenshot displays the 'ADV - Field Operations Manager' application window. At the top, there is a menu bar with 'File', 'View', 'Tools', 'Reports', and 'Help'. Below the menu bar is a toolbar with a search icon and a 'Filter' button. The main interface features a table with columns for Client, Contact Name, Contact Number, Comments, Time, Technician, Controllr, Type, Qu, Started, RO, Rego, Work Description, Urg, and Job Status. A filter is applied to the 'Technician' column, showing only jobs assigned to '20-Darryl Gillett'. The table contains 20 rows of job data. At the bottom of the window, there is a date navigation bar showing 'Wednesday, 13/02/2008' and a 'Logged in as: System Admin' status.

Client	Contact Name	Contact Number	Comments	Time	Technician	Controllr	Type	Qu	Started	RO	Rego	Work Description	Urg	Job Status
AUSTRAL MASONRY - ...	WHITEY		REPAIR		20-Darryl G...	Paul ...	Retail	1	6/02/2008 1:43 PM	RG7077	CBL 06	NEED QUOTE	<input checked="" type="checkbox"/>	Job Stopp...
CUNNING PAUL & TRA...	PAUL	0412585602	REPAIR		20-Darryl G...	Paul ...	Retail	1				ELECTRICAL PR...	<input checked="" type="checkbox"/>	Not Started
DAIRY FARMERS	PAUL	0419245472	REPAIR		20-Darryl G...	Paul ...	Retail	1	19/12/2007 11:34 ...			WHEEL SEIZED	<input type="checkbox"/>	Job Stopp...
DAIRY FARMERS	craig	0407131224	caloundra G...		20-Darryl G...	Paul ...	Retail	1	7/02/2008 8:07 AM	RG7150		NEEDS HEAD S...	<input type="checkbox"/>	Job Stopp...
WEYERHAEUSER AUS...	BRIAN				20-Darryl G...	Nick ...	Hire	1	25/01/2008 2:14 PM	RG4894	HF2218	STEER PINS &B...	<input type="checkbox"/>	Job Stopp...
FOLLOWMONT TRANS...	JOHN	3865-3137	SERVICING...		20-Darryl G...	Bill Ha...	Retail	1	8/02/2008 3:50 PM	RG6166	FOL 31	SERVICE MACHI...	<input type="checkbox"/>	Job Stopp...
FOLLOWMONT TRANS...	JOHN	3865-3137	SERVICING...		20-Darryl G...	Bill Ha...	Retail	1	8/02/2008 3:50 PM	RG6167	FOL 35	SERVICE MACHI...	<input type="checkbox"/>	Job Stopp...
FOLLOWMONT TRANS...	JOHN	3865-3137	SERVICING...		20-Darryl G...	Bill Ha...	Retail	1	8/02/2008 3:50 PM	RG6168	FOL 40	5000 HR SERVICE	<input type="checkbox"/>	Job Stopp...
FOLLOWMONT TRANS...	JOHN	3865-3137	SERVICING...		20-Darryl G...	Bill Ha...	Retail	1	8/02/2008 3:50 PM	RG6169	FOL 50	SERVICE MACHI...	<input type="checkbox"/>	Job Stopp...
FOLLOWMONT TRANS...	JOHN	3865-3137	SERVICING...		20-Darryl G...	Bill Ha...	Retail	1	8/02/2008 3:50 PM	RG6170	FOL 52	SERVICE MACHI...	<input type="checkbox"/>	Job Stopp...
FOLLOWMONT TRANS...	JOHN	3865-3137	SERVICING...		20-Darryl G...	Bill Ha...	Retail	1	8/02/2008 3:50 PM	RG6171	FOL 53	1000HR SERVICE	<input type="checkbox"/>	Job Stopp...
FOLLOWMONT TRANS...	JOHN	3865-3137	SERVICING...		20-Darryl G...	Bill Ha...	Retail	1	8/02/2008 3:50 PM	RG6172	FOL 54	SERVICE MACHI...	<input type="checkbox"/>	Job Stopp...
FOLLOWMONT TRANS...	JOHN	3865-3137	SERVICING...		20-Darryl G...	Bill Ha...	Retail	1	8/02/2008 3:50 PM	RG6173	FOL 55	1000 HR SERVICE	<input type="checkbox"/>	Job Stopp...
CSR HUMES - MEEAND...	TERRY		REPAIR		20-Darryl G...	Paul ...	Hire	1	1/02/2008 9:01 AM	RG6687	HF2113	STEER LINKS A...	<input type="checkbox"/>	Job Stopp...
PENFOLD PROJECTS - ...	STEVE	0418709510	REPAIR M...		20-Darryl G...	Paul ...	Retail...	1		RG6730		1ST SERVICE	<input type="checkbox"/>	Not Started
SUNSTATE COATINGS ...	PAT		REPAIR		20-Darryl G...	Paul ...	Retail	1		RG7158	HF2741	STEER TYRES	<input type="checkbox"/>	Sublet
SUNSTATE COATINGS ...	PAT		REPAIR		20-Darryl G...	Paul ...	Hire	1		RG7304	HF2740	NEED HORN	<input type="checkbox"/>	Not Started
KENNEDYS TIMBERS - ...	MICHAEL K...	0417 817 5...	REPAIR		20-Darryl G...	Paul ...	Hire	1		RG7201	HF1701	NEED PLUG FO...	<input type="checkbox"/>	Not Started
KILDODY PASTORAL - KI...	JOHN PER...	0439656633	REPAIR M...		20-Darryl G...	Paul ...	Hire	1	6/02/2008 5:43 AM	RG7013	TQ0169	CHECK H/BRAK...	<input checked="" type="checkbox"/>	Job Stopp...
TUDDYS CONCRETING...	BOB	0417552558	REPAIR CA...		20-Darryl G...	Paul ...		1				BOTTOM BOOM...	<input type="checkbox"/>	Not Started
ENERGEX - GYMPIE	NEIL BRAM...		REPAIR		20-Darryl G...	Paul ...	Retail	1			1182F	SERVICE	<input type="checkbox"/>	Not Started
KAWANA HARDWARE ...		54932266	REPAIR		20-Darryl G...	Paul ...	Retail	1				PEDALS LOCKED	<input type="checkbox"/>	Not Started

Figure 3: Field Operations Management Filtering Option

Security Systems

By default, security systems are in place to require authenticated access to view or change data, and some data can only be changed by users of a particular access level.

DMS system database information is obtained in a read-only manner, to ensure that the system can in no way effect the integrity of DMS data. Systems administrators can view and alter (fine-tune) DMS queries.

Support Systems

By default the system records most errors in an internal database table for analysis by Hi-Powered Networking support personnel. This information can also be made available to Dealership IT Managers and staff for internal support if required.

Pricing Model

AutoDealerVision has taken hundreds of man-hours to develop and test, and to provide the best solution for installation, updates, and support, it is only offered as a subscription based product. Licensing is based on a per dealership site (i.e.: per workshop), per month model, and this includes the initial software provisioning, ongoing support, and minor feature upgrades in addition to the standard bug-fix or patches. For the most part, client installation is simple and most people can accomplish this with very little instruction. Generally we recommend professional installation of the backend server system by Hi-Powered Networking, to ensure optimum results. This attracts a once-off fee that is quoted based on each site's particular situation.

Conclusion

As mentioned earlier, AutoDealerVision has many more features and utilities than can be outlined in this summary. Hi-Powered Networking and HarrisonGraham Technologies look forward to implementing and installing our product, and hope to follow up in the future with more products designed at helping dealers provide better service and support to their customers.

For more information or to request an onsite demonstration please visit the ADV website at www.autodealervision.com.au or contact Hi-Powered Networking either via Telephone (07) 3624 3740, or via email: adv@hi-powered.net.

Appendix A: System Requirements

Client:

- Windows XP Professional SP2 or Windows Vista Business or better.
- Windows 2003 Server Standard or better (Terminal Services clients).
- Requires Microsoft .NET Framework 3.0 or better.
- PC with 2.0Ghz processor (3.0Ghz recommended), minimum 256Mb RAM (512Mb recommended), 100Mb of free Disk space, and suitable LAN connectivity (Ethernet or Wireless)

Server:

- Microsoft SQL Server 2005. Express editions (freely available) supported for site-autonomous installations, but please note limitations of the express system before electing to use this product. Centralised installations supported via SQL Server Standard edition or better. If in doubt please contact Hi-Powered Networking.
- For Workshop Controller Systems running SQL Server Express edition : At least 3.0Ghz processor, 1Gb of RAM (2Gb recommended), 200Mb of free disk space, Ethernet based LAN connectivity highly recommended.
- For dedicated SQL Server installations, please consult with Hi-Powered Networking to obtain suitable requirements.

Network:

- Depending on update frequency, and average 1-10kbps/sec of bandwidth, per user, to the SQL server.

DMS Integration:

- CFS/DealerPro – Authenticated user and password on MySQL RDBMS
- ERA2 – Authenticated user for IBM Universe 2 RDBMS – additional licensing may be required. UniRPC server must be configured and running.
- EBS – Requires a custom module from EBS. Please contact Hi-Powered Networking for more information.
- Other DMS integration is currently under development, please feel free to contact Hi-Powered Networking to find out about the development status for your system.