



connect

by  eDynamix

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Are you ready to connect?

Linking the disparate data sources in your dealership improves efficiency, staff engagement, and profitability while reducing costs, errors and customer blind spots.

Using several different systems from several different suppliers in aftersales departments can lead to issues such as reduced efficiency, falling profitability, problems with software support and a slowdown in the fulfilment of customer expectations.

Monthly bills from different suppliers for their licences and support can quickly mount into potentially large and unnecessary costs, with the burden of reconciling and paying multiple invoices placed with an accounts team. Using one supplier for all of the core aftersales processes, with one login to connect them together, one support channel and one invoice provides a more efficient and cost-effective solution for dealers.

A connected solution helps to improve productivity and staff engagement, but it also increases staff morale, system use and profitability. It makes training new and existing employees more effective, while at the same time helping to reduce staff turnover; with users feeling more confident in their day-to-day job role because they have a greater understanding of one connected system rather than a mediocre appreciation of multiple disparate systems. Data from various dealer management systems, the DVLA and DVSA, tyre distributors, and finance and insurance companies can all be connected into one portal.

This can help to reduce errors through seamless transfer of data between systems. This then removes customer blindspots that arise because information – such as addresses, mobile telephone numbers or customer email addresses – held in one system is not updated and, therefore, does not match data held in another.

eDynamix offers dealers a connected aftersales solution; encompassing (and embedded within) the service core process, with the aim of improving productivities, efficiencies and customer retention. eDynamix Connect provides dealers with all of the core aftersales functions outside of their DMS; service plans, electronic vehicle health check, proactive follow up, repair and finance plans, online bookings, MOT cleansing, VIDEO 1st, questionnaires and automated confirmations and reminders.

Through one portal, dealers can receive centralised, data-rich management reporting using our scheduled push reports, or use our eDynamix Connect app to get an overview of daily, weekly and monthly performance. Not only do dealers' systems, staff, management and third-party applications become connected, but eDynamix Connect offers multiple online channels to keep customers connected to dealers through the web and smart devices too.



ONE CONNECTED SYSTEM, WITH ONE LOGIN

- Provides all of the core aftersales functions outside of your DMS.
- Removes the issues of staff engagement, efficiencies and systems support.
- Offers centralised management reporting.
- Reduces your monthly costs and improves overall profitability.
- Allows your customers to connect with you.

**A connected solution helps
to reduce costs and increase
productivity**

Service Plans

Using a dealers bespoke menu pricing engine, customers can tailor quotes for convenient monthly payments for all of their future routine servicing requirements.

Management App

Ensure each dealership is engaged with Service Plan sales by monitoring daily, weekly and monthly sales performance using our Connect App.

Age & Price Discounts

You might want to reward your customers for their loyalty by applying fixed or age related discounts to scheduled and optional services.

Automated Plan Renewals

Take the work out of plan renewals and ensure that your customers continue to receive the convenience of small, monthly payments for their future service work by automatically renewing their policies.

Service Plan Quote

Customers can quote for their own Service Plans to their own requirements through our online Service Plan quoting portal which is available 24 hours a day, 7 days a week, 365 days per year.

Complete Dealer Control

Give users the facilities to extend, modify, cancel and reinstate Service Plans in real time and remove the need for 3rd party system administrators.

Batch Create*

Have the system create and email tailored Service Plan quotes for customers visiting the dealership using data from your DMS.

Plan Transfer

If a customer changes their vehicle all customer details and any available funds can be automatically transferred from their current Service Plan to a new one.

Optional Services

Loyalty, retention and service plan sales can be further improved by including optional services such as MOTs, air conditioning services, brake fluid changes and more.

Campaigns

Create extremely powerful, date driven, model specific campaigns which automatically adjust the included services and required payment profile.

Vehicle & Customer Data

Create a fully customised quote in seconds using a VRM lookup cross referenced with your DMS* for relevant vehicle and customer data.

Compound Plans

Add additional services on top of OEM schemes to ensure the customers servicing needs are covered beyond the life of the new or used vehicle plan, helping increase customer retention.

Transparency

Complete transparency throughout the quoting and plan lifecycle is essential, therefore no plan confirmation or cancellation fees are charged with the small monthly administration fees, payable by the customer; clearly visible on all quotes and contracts.

No licence fee. No minimum usage fee. No cancellation fee. No confirmation fee.

Automated Customer Refunds

Automatically notify and refund a customer should a plan be cancelled without the need to involve your accounts department or a 3rd party.

Maximised Payment Periods

The necessity to discount the Service Plan to achieve an acceptable monthly payment is removed, while returns are improved as the plan payment term is maximised.

Reporting & Live Dashboards

Subscribe to a number of group-wide, data rich, powerful reports which can be delivered directly to your inbox, or cast an eye over the real-time dashboards and performance pages to monitor performance.

All services are dated and this means that, not only can automated reminders be sent to the customer through Proactive Follow Up when the due date is approaching, but dealerships have a powerful planning tool for workshop loading. Should service dates change then earlier versions of quotes from the complete log of quote history can be viewed and restored, which can also be very useful if one person created the initial quote but another was to sell the plan.

Plan Statement

A statement of account showing all credits and debits to the plan and current available funds can be emailed or posted to the customer on request.

Variable Direct Debits

Customers can take out a service plan at any stage in their service lifecycle without the need to take a large deposit at the beginning which can often be a barrier to the sale.

Intuitive Accounting Panel

Don't rely on month end statements or imports by suffix journals into your DMS, a quick check each day of your transaction list with automated DMS balance sheet comparison* means you should balance to the penny.

Plan Amendment

Easily change the plan length, annual mileage and optional services during a live plan amendment to ensure the plan continues to match the customers driving style and requirements.

Loyalty Cards

Dealer branded loyalty cards can be automatically posted to customers on plan confirmation and include the customers name and registration and which may entitle them to additional offers over and above a normal retail customer.

Top Up

Provide your customer with the option to top up their service plan fund should they come into your workshop early to ensure the plan is never in a negative balance.

Variable Payments

Payments can be varied to always ensure there are enough funds in the customers pot to cover services as and when they are due within the lifecycle of a plan.

Maintenance Items

Add additional maintenance items to a service plan, such as tyres and brakes, to ensure your customer is covered for all required vehicle service and maintenance items through one convenient monthly Direct Debit.

Repair & Finance Plans

Why not allow customers to pay monthly for Amber or deferred Red work concerns identified as part of an iVHC, or for other items outside of the scope of a traditional service plan?

Retention

If a customer has the opportunity to pay monthly for work identified today but not due for a number of months, they will return to your dealership to have this completed.

Multiple Items

Several items can be added to one repair plan, each with a potentially different scheduled date, with the correct amount of money collected to cover the cost of each item as it becomes due.

Reminders

Automatically remind customers as their last payment is taken, using our Proactive Follow Up module, that their repair is now due and to come in and have the work carried out.

No licence fee. No minimum usage fee. No cancellation fee. No confirmation fee.

Afford your customers the opportunity to spread the cost of any Red work concerns identified through iVHC at 0% over a set period, while having the repair fixed on the day.

Duty of Care

Don't let a customer leave your dealership with a potentially dangerous identified Red work concern because they cannot afford to pay for the repair.

Credit Score

Each customer's credit score will be checked in real time during their application, allowing work to be completed immediately upon approval.

Immediate Payment

Once the repair has been completed, payment can be requested and the money transferred into your bank account.

Online Bookings

Allow your customers to book their vehicle into your dealerships at any time of the day or night, 7 days a week, 365 days a year for a date and time to suit their requirements.

Fully Responsive

Convenience is key for your customers, so having the Online Bookings portal fully responsive to mobile means customers can make bookings wherever and whenever they want.

Workshop Availability

With DMS integration*, true workshop availability can be shown and made available online to your customers, helping to load your workshop.

Dynamic Pricing

Using a VRM lookup for vehicle model, variant, fuel type and age together with the dealers own menu pricing engine, a tailored price for each service can be given to the customer.

Special Offers

Why not include current special offers as part of the booking process, such as winter tyres from October to March, or a spring clean valet in April, helping to boost online returns?

£50 per dealership, per month.

Amendment & Cancellation

Make it easy for your customers to amend a booking if their circumstances change, or even cancel an appointment directly from your portal.

Communication

Include links to your online bookings portal on all of the follow up communication you send from Proactive Follow Up to make it as convenient as possible for your customers to book with you.

Courtesy Car Availability

When making a booking show true courtesy car availability on any date in the future by cross checking the courtesy car diary so a customer can choose a suitable date with or without a courtesy vehicle.

Automatic Discounts

You could offer an automatic discount for those customers who choose to book online through your portal, or further discounts to those identified as new to the business.

Multi Franchise

Offer online bookings from one central portal even if you are a dealer group with multiple franchises, providing tailored service prices to each customer and vehicle.

New Booking Notification

As a booking is confirmed an email is sent to a dedicated internal email address and also becomes available within the Open Bookings area for members of the team to sense check and create within your DMS system.

Customisation

Customise the bookings portal to look and feel like your own dealer website, or choose to have the application embedded within it to provide a seamless experience for your customers.

Videos & Photographs

Include videos or photographs explaining what each special offer includes, together with the benefits, ensuring the customer is fully informed and up to date.

iVHC Bookings

Customers can book red or amber work identified during a previous iVHC directly into online bookings, at the agreed price, using a link provided in follow up communication.

Voucher Codes

Create dealership specific voucher codes which can be shared with customers to offer discounts on bookings made online in a given date period.

Vehicle Valuation

Sending a notification to the sales team of the upcoming visit and request.

Service Plan Quote

If the customer does not currently have a service plan, offer them the opportunity to quote themselves one as part of the online bookings process with all required standard and optional services included to match their own requirements.



Interactive Vehicle Health Check

More than just a vehicle health check system, our iVHC application is interactive, intuitive and fully integrated with all other modules, including VIDEO 1st for video and photographs and Finance and Repair Plans for red and amber work upsell.

Injection of Previous Concerns

Inject any previously unsold red or amber work concerns identified as part of an earlier iVHC on the vehicle automatically into the new health check as mandatory inspections.

Online Customer Authorisation

Through their own personalised iVHC page a customer can view all identified concerns with supporting media and self-authorise this work through their laptop, tablet or mobile device.

Tyre Integration

View your available tyre stock and place orders directly from iVHC through our full integration with major distributors.

Videos & Photographs

Videos and photographs help build trust with customers and our fully integrated products allow service advisors to record pre-inspection walkarounds and technicians to take a video while performing the health check.

Management App

Ensure each dealership is engaged with iVHC by monitoring completion rates and red and amber work identification and upsell using our new Connect App.

Client PopUp

Never miss an update by using the client pop-up facility to notify you of any changes to iVHC's which may require your attention, such as a customer authorising work online.

Integrated Follow Up

All unsold red and amber work concerns can be sent directly from Proactive Follow Up with the attached health check when they are due, with each type having its own bespoke timeline.

DMS Integration*

DMS integration, where possible, allows for a direct daily, incremental and/or manual download of job information from your DMS, as well as parts prices, stock availability and tracking.

Finance Plan

Afford your customers the opportunity to spread the cost of any red work concerns identified through iVHC over a set period while having the repair fixed on the day.



Repair Plan

Allow customers to pay monthly for amber or deferred red work concerns identified as part of an iVHC to increase customer satisfaction and retention levels.

Mobile App

Technicians carry out each iVHC using an App on an iOS or Android tablet device of your choice, selecting the relevant template, taking any necessary pre-inspection photographs and completing all mandatory checks.

Data Rich Reporting

To ensure you are getting the most from your vehicle health checks, there are an extensive range of reports available to help you fully analyse performance by dealership, advisor and technician.

Pre-Call

Call customers and record notes or assign a service advisor using the pre-call facility which highlights all relevant information, such as first visit notifications, last service dates, any recent health check information and full service history.

Daily Work & Dashboards

Check your daily performance for sold, declined and deleted work through the live daily work screen, with departmental performance available through dashboards optimised for internet enabled TV's.

Pre Authorisation

Gather a customer's signature on a tablet device to authorise any work identified during a vehicle health check, up to an agreed value, to be completed without the need for further approval.

Active Digital Reception

Take photographs, shoot videos and record notes and damage on a vehicle with the customer present and prior to it entering the workshop using a tablet device.

Online Customer Authorisation

Through their own personalised iVHC page a customer can view all identified concerns with supporting media and self-authorise or decline this work through their laptop, tablet or mobile device.

Customer Consent

Gain customer consent to use all agreed communication channels for the GDPR during the check in process, while at the same time allowing the customer to update their personal details and view your Privacy Policy.

Identified Work Booking

Any work identified but not yet due can be booked into the workshop during the customer check out process using the online bookings portal from within the iVHC app.

Online Bookings

Customers can book red or amber work identified during a previous iVHC directly into online bookings, at the agreed price, using a link provided in follow up communication.

Proactive Follow Up

The fully customisable follow up application provides a mechanism for sending automated customer reminders via email, SMS and direct mail, controlling operator calling lists and recording inbound and outbound call information.

Customisable Timelines & Templates

Send vehicle model and service specific communication to your customers, changing the content if the same method of contact is to appear multiple times on the fully customisable follow up timeline.

Keeper Change Notification

Using data from the DVLA we can check if a customer still owns a vehicle since their last service or iVHC visit, meaning they don't receive unwanted, often costly reminders.

Thankyou Communication

Why not send a Thankyou letter or email from the Managing Director to your customers following a vehicle sale?

Post Fulfilment

There's no need to print, fold, package and post your letters, we can do all of that for you with full edge to edge printing available and the option of sending a variety of post cards if you'd rather.

Loyalty Ranking

Use our customisable weighting facility to rank customers by loyalty, putting those customers that are most likely to book at the top of the calling list.

Motability

Effectively and efficiently communicate with your Motability customers reminding them when their current contracts are coming to an end.

Multiple Data Sources

Combine all of your follow up requirements into one system with varying timelines for Service Plans, iVHC records with Red and Amber work now due and data from your DMS* for upcoming services.

iVHC Report

When sending emails and letters to customers reminding them of Red and Amber work now due, include the full health check reports.

Inbound & Outbound Calling

Create one repository for all inbound and outbound contact attempts and details of conversations with your customers, meaning reporting on actions and outcomes is rich and accurate.

Operators can instantly see when an email sent from the follow up system is opened by the customer which provides an understanding of their preferred contact methods and may change the context of future discussions had with them. Furthermore, returned letters sent from the system are also highlighted on the timelines which ensures records can be updated within the DMS. Open timelines can be closed down automatically, with the system detecting a future booking made in the DMS* and meaning unnecessary communication is not sent to customers. All of these events feed into a comprehensive reporting repository, meaning all inbound and outbound contact teams and customer data can be managed effectively and future contact strategies planned accordingly.

No licence fee.

CONFIRMATIONS & REMINDERS

As and when a booking is made in your DMS*, send an email or SMS automatically to the customer and include details of dates, times, collection information or courtesy car requirements and any special offers available. A day or two before the vehicle is due into the workshop, send a reminder to the customer so they don't forget about their appointment which helps to reduce no shows, and also to request that they bring all of the relevant documentation should a courtesy car have been included.

QUESTIONNAIRES

Following a customer visit or a vehicle sale, send the customer an automated, personalised request to complete a short online questionnaire to gain insight into staff and dealership performance. Different questions can be asked of a customer based on their response to a previous question, requesting more detail should they mark a lower score for example.

Questionnaires can also be created and sent before a customer has left the dealership using the Instant Survey function. This offers a great insight into experiences, and also allows any identified issues to be resolved immediately. Once a questionnaire is completed, customers can be diverted to a dealers Google Review page to leave a positive review and help improve Google Ranking.

CAMPAIGNS

Contact information can be downloaded from multiple data sources, cleansed and merged before sending campaigns to targeted individuals on a specified date and time. Communication can be sent via bulk SMS and include a short URL which, when clicked, links to a video created by the dealership which can be viewed on a smartphone or tablet device. The option to request a call back regarding the specific campaign from the dealership can also be included which helps monitor effectiveness. Campaigns can also be sent through direct mail, including letters and post cards, to promote upcoming events or offers.



MOTCleanse

Our MOT date cleanse facility allows dealers to earn more from their existing vehicle database by helping to improve MOT date accuracy in the DMS, which in turn improves follow up opportunity and resultant MOT sales.

DVSA Data

Each record is checked against the data held by the Driver and Vehicle Standards Agency (DVSA), which ensures that each record is current, accurate and matches with the data held by the Department for Transport.

Choose What to Pay

You can send us your entire vehicle databases, we can cleanse it, let you know how many records have MOT date discrepancies and then you can choose if you would like to buy the errors only or pay for all the records to be returned.

Bulk Cleanse

Vehicle records can be checked en masse where DMS integration is available or through a file provided by the dealer with those identified as having incorrect MOT dates, scrapped or having gone through a keeper cleansed and presented back to the dealer to upload into the DMS.

Reduces Your Costs

With accurate MOT dates, those customers detached from vehicles they no longer own and vehicles that have been scrapped updated in your DMS, unnecessary postage and outbound call costs will be removed and your follow up costs will be reduced.

Incremental Cleanse*

If integration is available with the DMS then an automatic, daily incremental check can be performed against the DVSA record for any vehicle created, or any having an invoiced job card that contains an MOT, to ensure that accurate MOT dates are maintained.

VIDEO 1st

Using VIDEO 1st dealers can now engage customers more readily at point of enquiry by empowering them with up to date, relevant information using personalised videos and photographs delivered via email and SMS.

Device Neutral

There's no need to purchase additional, often very costly equipment because VIDEO 1st will work on any internet enabled mobile device with an iOS or Android operating system and built in camera.

Management Dashboard

Browse through logs for each media gallery to see how many are being sent, when they are being watched, how long they are being viewed for and what devices are being used.

Camera Zoom

When recording a video, zoom in and highlight areas of interest for your customers so they don't have to guess at what they are being shown.

Multiple Media Items

Using one device, a user can capture and/or upload multiple videos and photographs into each vehicle gallery and deliver them to the customer to view at their convenience.

Management Review

You may want to have your managers review media galleries before being delivered to a customer or send them straight from the device, the choice is yours.

Recording Photos

Take photographs of areas you want to highlight while you're recording a video to save time, with all media being sent to the customer in one gallery.

Upload to website

Use the VIDEO 1st App not only to create personalised videos for your customers, but also to create videos for used cars available on your website which can be uploaded automatically with the click of a button.

Pause

If you want to get a better angle for the next shot, simply pause the video, get ready and restart recording. The videos will be seamlessly stitched together before being sent to the customer.

Multiple Contact Methods

Deliver a consistent message to your customers through both email and SMS using the fully customisable templates, each of which include a link to their personalised web page.

£49 per department, per month (unlimited devices, unlimited users).

Customer Comments

Many of generation Y and Z want to communicate electronically, so customers can ask questions or request more information using the comments area on their personalised page, with replies posted from you in a conversation format.

Personal Web Page

Each customer who is sent a media gallery can watch their videos and browse through their photographs on their own personalised web page.

Logo Burn

Make the videos more personal to you by burning your logo onto them, creating a unique experience for your customers.

Top and Tail

Add top and tails automatically to all videos sent from VIDEO 1st introducing your dealerships and explaining the content of the video, creating a professional look and feel for all media sent to your customers.

External Links

Keep your customers informed by including links to websites or documents relating to their enquiry in their personalised page.

Notifications

Users will receive instant notifications as videos are watched by your customers or comments and questions added.



YouTube

Manage your YouTube channel, reach a wider audience and improve SEO by automatically uploading videos taken using the VIDEO 1st app to the video-sharing website.

Audio Tracks

Dealer specific audio tracks can be added to videos at the point of production to provide a consistent and professional experience to customers.

AutoTrader

Stock videos taken using VIDEO 1st can be uploaded to a dealers AutoTrader feed and attached to a vehicle available on the site without the need to log in and do this manually.

Stabilisation

Videos can be stabilised to remove camera wobble and smooth movement between frames which ensures the end user experience is to the highest possible standards.



Stock Master

Using data from your DMS together with links to external agencies, our vehicle stock system can help reduce your average stock turn days and therefore help increase used vehicle profits.

Data Visibility

Gain a better understanding of your stock and age profile by having greater visibility on the data held within your dealer management system.

Age Profile

Track and monitor the age profile of your stock using the live dashboard and management alerts.

Ancillary Information

Expand on the data held within your DMS to provide a more complete record of each vehicle.

Stock Search

Search for stock across the group to find specific vehicles that match a customers exacting requirements.

Digital Advertisements

Link the stock records to your online digital advertisements to view all published videos and photographs together with any price discrepancies.

Sold Vehicle

Those vehicles that are sold but are still advertised online are highlighted to help reduce associated costs.

automate App

Connect all your aftersales retention systems together and allow your customers to interact with your dealership from our customisable app.

Service Plans

Customers can view all service plan details, including payment timelines, terms and scheduled and invoiced services.

iVHC

Send iVHC details directly to the app to gather authorisation for identified work or to remind customers of issues that were previously highlighted and are now due.

Customer Information

Customers have full access to their personal data and contact information preferences, all of which can be updated within the app to help with the GDPR compliance.

Dealer Contact

All dealer contact information is easily available within the app and allows a customer to call or email at the click of a button.

Service Scheduling & Reminders

The customer has a full timeline of upcoming services and will be notified when they are due with a link to book online without leaving the app.

Offers

Current special offers can be pushed to the app meaning all of your customers are fully informed and up to date with promotions available within your business.

MOT History

Provide access to a vehicles full DVSA MOT history for as long as the customer has owned the vehicle, showing the status of each test with advisory and failure details.

Customer Questionnaires

Push questionnaires to the app, requesting that the customer rate your dealership on their latest service visit.

Online Bookings

The online bookings portal can be fully embedded within the app to provide a seamless booking experience to customers.

Vehicle Stock

Customers can browse your current stock, viewing all photographs, videos, details and accessories, and then arrange an appointment to view the vehicle all from within the app.

Mileage Update

The app will remind the customer to update their current mileage or update this automatically if using telematics which recalculates and reschedules the upcoming service dates.

Emergency Details

Insurance, warranty and roadside assistance details can all be managed from within the app.



Messaging

The messaging function allows a dealer to push relevant messages and notifications to a customer and for a customer to respond and send messages directly to a dealer.

Customisable Interface

The app interface can be fully customised to match the dealership branding, providing a more tailored experience for the customer.

Vehicle Sharing

Customers can share their vehicles with other people meaning all notifications are visible and all schedules can be managed from multiple devices.

Multi-Vehicle Management

From one login a customer can manage multiple vehicles, schedules and notifications providing a one stop shop for all of their motoring requirements.



Connect App

Our Connect app provides a convenient tool for management to view important, high level statistics across multiple platforms to ensure performance throughout the business can be continually monitored and reviewed.

Service Plans

View service plans quoted and sold, with associated values, across a number of predefined date ranges with year on year comparisons.

Online Bookings

Gain an overview of bookings made through your online portal, showing numbers with average and total values.

League Tables

Each measurement provides a drill through to a dealership league table so management can immediately see if any sites are below the performance requirements.

iVHC

Red and amber work identified and sold figures together with all finance quotes are available so performance can be influenced during the day rather than simply reported on post event.

Survey

The survey reporting shows how the group and dealerships are performing using a customer rating from the automated aftersales questionnaires.

Convenience

All statistics are updated every 30 minutes to ensure that management are fully aware of current business performance and any issues can be addressed immediately.



An aerial night view of London, showing the River Thames, the London Bridge, and St Paul's Cathedral. The city is illuminated with warm yellow lights, and the sky is a deep blue. The text 'GDPR' is overlaid in the center in a large, white, sans-serif font.

GDPR

iConsent

Capture and store all your consent in one place using iConsent. Available for both tablet and desktop, iConsent is fully embedded within the eDynamix platform with optional DMS integration*. With real-time reporting via the Connect App** and regular reports pushed to your email, iConsent also comes with our GDPR Cleanse module to aid in GDPR compliant marketing.

Service Plan

- When creating a quote, iConsent will check existing consent and prompt either the user to obtain or customer to provide where missing

iVHC

- When checking a customer in, iConsent will check existing consent and prompt the Service Advisor to obtain from the customer where missing

Complete logging of Consent details include:

- User & method of capture
- Time & date
- Privacy Policy version

*DMS Dependant **Coming soon

£99 per dealership, per month

Online Bookings

- When creating a booking, iConsent will check existing consent and where missing, will ask the customer to complete their marketing preferences

automate**

- Customers using the app will be periodically prompted for consent where missing

Sales Desk

- When creating an enquiry, iConsent will check existing consent and prompt the Sales Executive to obtain from the customer where missing



GDPR Cleanse

GDPR Cleanse provides a mechanism for full GDPR compliance when marketing your customers once consent has been captured using iConsent. GDPR Cleanse works with any DMS* without the need for full integration and is equipped with a SAR Console for easy handling of Subject Access Requests. Right to be forgotten management and full integration to the Telephone and Mail preference services can also be included for efficient removal of customer data on the eDynamix platform.

Follow Up

- Maintenance reminders sent in accordance with consent options
- Marketing and non-marketing reminder options available
- User prompt when booking if no consent for customer

Reporting

- Comprehensive desktop suite of reports to analyse consent, SAR requests, RTBF requests, etc.
- Regular push reporting of key information

Connect

- iConsent captured data can be analysed in our Connect management app
- Available to all iConsent customers

Allowing easy cross referencing of database extracts with consent recorded via iConsent in 4 easy steps:

- Export marketing database from the DMS
- Upload to GDPR Cleanse
- Compare with iConsent including consent breakdown analysis by contact method
- Download the cleansed file ready for marketing

*Export format dependant

Pricing

Service and Repair Plans

No licence fee. No minimum usage fee. No cancellation fee. No confirmation fee.

Stock Master

£400 per dealership, per month.

Finance Plans

£25 per dealership, per month.

Proactive Follow Up

No licence fee.

Proactive Follow Up - Automated

£25 per dealership, per month.

Online Bookings

£50 per dealership, per month.

Survey - Aftersales, Instant, Fully Branched Questions, Google Review

£25 per dealership, per month.

For all of our systems there are no initial setup or training costs and no contracts to sign.

Variable fees for VRM lookups, SMS messages, direct mail, bank and post code lookups may apply.

* requires DMS integration.

Prices correct as at 06/03/2019 and are subject to change

t: 0845 413 0000

e: enquiries@edynamix.com

find us on Twitter, Facebook and LinkedIn

iVHC

£184 per workshop, per month incl. video & photographs

Active Digital Reception (requires iVHC)

£25 per workshop, per month

VIDEO1st

£49 per department, per month (unlimited devices, unlimited users).

VIDEO1st ONLINE with Social Media and Logo Burn

£99 per dealership, per month with YouTube and Auto Trader integration.

MOTCleanse

£0.10 per record returned or pay only for your incorrect records.

iConsent with GDPR Cleanse

£99 per dealership, per month.

DMS Integration

£99.00 for the first dealership, £15.00 for each additional dealership.



