eDynamix

Connected

SALES &
RETENTION
SYSTEMS

Our **Mission**

eDynamix is dedicated to providing industry leading, connected software solutions encompassing all core sales and aftersales functions allowing dealers to manage their customers throughout the ownership lifecycle. We understand how important it is that systems not only work now but that they continually develop to meet current and future requirements. This is why we constantly evolve our applications to meet your needs.

Our **Team**

Our greatest strength lies in our knowledgeable, service-oriented and experienced staff. We are in the business of building durable relationships that will stand the test of time – both with our customers and with our network of industry contacts. Our partnerships with OEM's, data suppliers, consultants and 3rd party organisations ensure you have access to the most up to date information and technologies in the industry.

Our **Strategy**

With over 150 years combined motor trade experience and an extensive development team, we use our knowledge to build systems that work for you, continually developing and improving our applications and assembling new ideas and innovations to ensure that you have all of the necessary tools to serve your customers. Using one supplier for service plans, vehicle health check, video, CRM, sales leads and stock management is not only more cost effective than using many disparate systems but it also helps you increase efficiencies, productivity, retention and profitability.

WE PROVIDE INNOVATIVE SOLUTIONS FOR YOUR BUSINESS THAT RESULT IN TANGIBLE INCREASES IN PRODUCTIVITY AND EFFICIENCY, POSITIVE FEEDBACK FROM CUSTOMERS AND IMPROVEMENTS IN RETENTION AND PROFITABILITY. WE TAKE THE TIME AND EFFORT TO UNDERSTAND YOU, YOUR BUSINESS, YOUR GOALS AND YOUR VISION.

WEB BASED APPLICATIONS FOR SALES & AFTERSALES

Our **Products**

PLANS

Allow customers to budget for all of their routine service and planned maintenance needs through small, convenient monthly payments using our industry leading bespoke service plan software. The online plan quoting functionality allows a customer to create and purchase their own quote to suit their requirements

REPAIR & PAYMENT PLANS

Repair plans allow customers to budget for amber work identified during a vehicle health check but which is not yet due. Through a payment plan a customer can spread the cost of red work over a set period at 0% while having the repair fixed on the day.

AUTOPOINT LOCKERS

AutoPoint Lockers provide complete customer self-service. After making a booking online and arriving at the dealership to drop their keys off in an AutoPoint locker, then viewing and authorising VHC work online and returning to collect their keys from AutoPoint, a customer can drive away having truly self-served using all our integrated, customer centric products

ONLINE BOOKINGS

Customers can book their vehicle into your dealership and also amend or cancel an open booking 24 hours a day, 7 days a week using our online bookings platform. Customers can choose a suitable day and time, see real time courtesy car availability, view current special offers and even request a vehicle valuation during their visit

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. GDPR compliant marketing is then achieved using the GDPR Cleanse functionality

iVHC

Our VHC application is simple to use, runs on iOS & Android and fully integrates with our other modules for capturing video and photos, financing red and amber work and following up customers for unsold items. Our Digital Reception module allows service advisors to capture key information at Service Check-In

QUALITY CHECK

Ensure that work is carried out to the highest standards each and every time by using the Quality Check module to monitor and record inspections following a VHC or service

CRM

Make sure that your customers never miss a service or maintenance event with timely and relevant reminders. Send automated communication through SMS, email and direct mail while ensuring ongoing GDPR compliance with integration with our iConsent module

VIDEO1ST

Personalised video walkarounds in sales and video explanations during a vehicle health check are both now commonplace and even expected by customers. VIDEO1st provides a simple to use, cost effective platform from which you can record and deliver media directly to customers and upload straight to Auto Trader

MOTCLEANSE

Check all current vehicle records from your DMS against DVLA and DVSA data to ensure accuracy of MOT dates and vehicle ownership. With an average of 52.7% of MOT dates being incorrect in the DMS, dealers can not only increase MOT sales and revenue but reduce cost on unnecessary reminders

SERVICE CHECK SHEETS

OEM specific service sheets can be incorporated into the iVHC platform allowing technicians to complete the electronic checks all from their tablet device.

AUGMENTED CONCERNS

Augmented Concerns create a visual experience for your customers providing a better and clearer understanding of concerns raised during the health check process using augmented reality.

STOCK MASTER

Stock Master uses data from your DMS system to provide a group view of vehicles for sale. With tight integration with Auto Traders Retail Accelerator platform, you are alerted to national and regional price movements on a daily basis allowing you to monitor and adjust your selling prices

SALES DESK

The next generation of sales lead management systems, Sales Desk provides a visual platform to effectively manage sales enquiries from walk-in customers, online bookings, iVHC and CRM and is fully integrated with Plans, Stock Master, VIDEO1st and iConsent

CONNECT

The Connect management app can be installed on any iOS or Android smartphone and provides an overview of business performance including service plan penetration, red and amber work upsell through iVHC, online bookings taken, survey scores, sales enquiries, stock management insights and iConsent data

✓ **ONE SUPPLIER**
✓ **ONE SYSTEM**
✓ **ONE LOGIN**

CDKGlobal™
Approved Partner

Corporate member
DM/A
Data &
Marketing
Association

CERTIFIED **LR**
ISO/IEC 27001

bacs
approved bureau