





Service Module

£995 per licence

Overview

To fulfil the needs of Service Departments to keep track of vehicles on site and work carried out while on the premises.

Feature Summary

- Estimate recording facility including headlines for Labour, Parts, Oils and Accessories required  New to V9
- Diary booking system for workshop loading, including allocation of stock parts before vehicle arrives  New to V9
- Colour coded display of available hours each day
- Facility to record holidays, absences and overtime, to adjust available hours
- Service history tracking by chassis number, or current and previous registration numbers
- Invoicing to any number of named departments, retail or internal for example, each with its own Hourly Rate and VAT rates
- Facility to invoice a third party for Insurance and Warranty work, including excess payments
- User defined labour rates and labour profit based on average cost per hour
- Generate reminders for MOT, scheduled services, cambelt, calibration and inspections
- Technicians performance reporting including efficiency: comparison of time spent against time charged
- Optional Electronic Clock for accurate time recording
- SMS Messaging for booking reminders or service followups
- Non-Stock parts facility for factor-supplied or stocked items
- Integrated with the Dragon2000 Parts Stock system for full stock control and analysis
- Integrates with our Vehicle Data Lookup and Postcode services

Infrastructure

This application is available stand-alone, or can be used in conjunction with the Dragon2000 Parts and Car Sales Modules.

Users of Sage Line 50, with the addition of our Sage Integration Module, will find that all financial transactions carried out within the Dragon2000 Service Module are posted to the appropriate nominal codes, customers and suppliers and Tax Codes within Sage.

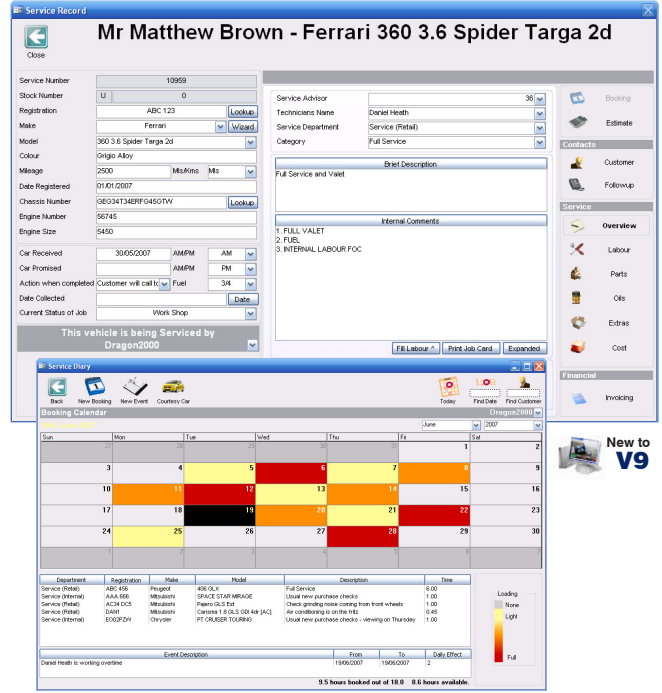
sage

Line 50
Developer

© Dragon2000 2010

Screen/User Interface

Dragon2000 Version 9 has a fresh, clear interface. Input from our users has enabled us to create the most intuitive and logical layout. Even those who have never touched a computer before should find that they have no problem understanding and getting the most out of the system.



Recommended System Requirements

Dragon2000 can be installed on any *cabled* Microsoft Windows Network (wireless networks are not recommended). A specialist server is not required, but can be accommodated if you have one. The minimum specification of each computer is 1.5Ghz Pentium 4 or Athlon XP, 500MB Hard Disk Space, CD-ROM drive, A4 printer. Windows 2000: 256 Mb RAM; Windows 2003 or XP Professional: 512Mb RAM; Windows Vista: 1Gb RAM

Support

Telephone and email support is available from as little as £34.95 per month, depending on the number of users of the system. All Dragon2000 software is supplied with 30 days free technical support.

Reports

Technicians Report Categories:

- Bookings** - Due in, Cancelled, Diary Events
- Services in Progress**
- Services Received**
- Service History** - Brief and Detailed history of an individual vehicle
- CRM** - MOT and Service Due Dates
- Oils Stock** - Orders, receipts, issues to jobs

NB: Any of these reports can be exported to Microsoft Excel for further manipulation!

Management Report Categories:

- Job Cards** - Job details between given dates
- Service Sales** - Sales totals by technician or payment type, including estimated service profit
- Service Credits** - log of credit notes produced in a period
- Oils and Parts** - Issue of Non-Stock Parts and Oils, analysis of Oils sales
- Clockings** - detail of every clocking on and off jobs
- Efficiency** - Comparison of times charged against taken and estimated job times