

Automotive Installers / Service Providers

New AAIA i.SHOP (Integrated Automotive Shop)

Standards Enable A Connected Shop

INTERNET INTERFACE

- *Communication To Customers - Estimates, Recalls, Marketing, CRM
- *Customer to Service Provider - Extranet, Customer History Appointments, Status Check
- *E-Commerce to Parts Suppliers, Sublet Providers
- *Up and Down Link to Headquarters or Association
- *Interface to OEM's Web Sites for Technical Data and Assistance
- *Interface to Equipment and Application Vendors for Technical Assistance and Software Updates

FRONT SHOP Applications

POS System
Business Systems
Parts & Labor Data
Technical Info Data

**i.SHOP Standards
Enable Seamless
Network
Communication
Between Front and
Back Shop
Applications**

BACK SHOP Applications

Wheel Alignment and Suspension
Engine & ECU Diagnosis
Brake & Tire Service
Emissions Testing
Etc.

BENEFITS

- *Customer Centric
- *Lower Marketing Costs
- *Enables Customer Data Base with all Service Tests, Diagnostics and Attributes
- *Enables CRM - Permission Marketing, Target Marketing
- *Improved Technician Productivity, All Information and Data is Available at The Respective Bay / Work Station
- *Paperless Back Shop System and Processes
- *All Technical Data, Customer Information, Parts and Labor Guides Available on Shop Windows PC Based Products and Terminals
- *Customer Centric to Drive High Level Of Customer Satisfaction
- *Enables New Internet Data Bases And Applications
- *Enables the Sharing of Data and Information in a low cost format with Service Providers, Head Quarters and Affiliates and Associations
- *Will Enable the E-Commerce both B to C and B to B
- *Positions the Shop for Transition into New Economy