

ACTIVANT SERVICEWRITER



AUTOMATED SOURCING AND SHOP MANAGEMENT RAISE SERVICE LEVELS AND PROFIT

Perception is everything in the service business, and in today's world, you need an automated system that helps you present a professional image. With Activant ServiceWriter® (ASW), you'll replace shop management processes you're doing by hand—and by phone—with advanced electronic solutions. ASW helps you meet the “five-o-clock promise” profitably with instant part sourcing, accurate parts and labor estimates, and analysis reports that help you respond quickly as your business changes.

Real-time View of Suppliers' Parts and Pricing—the Foundation for Accurate Estimates

With ASW, you'll develop accurate time and cost estimates using Activant's ShopCat™ application. This complete part sourcing tool gives you access to thousands of suppliers nationwide and shows real-time parts availability and pricing right on screen. No more phone calls to waste valuable time. ASW includes Cover-to-Cover™, VIN lookup, vehicle year coverage to 1968, LaborExpert® and Service Intervals Plus™ modules that allow you to transfer parts and labor pricing directly to a repair order or estimate.

Intuitive System Modeled After Familiar Shop Management Flow

Compatible with Microsoft Windows XP-based desktop computers, ASW is easy to train and learn in part because the interface mirrors typical shop processes. Electronic status folders are organized just like work order racks, showing the status of each car at a glance. Vehicle history, recommended service and customer notes are a click away. You can quickly convert an estimate into an invoice when the job is complete. To ensure repeat customers, the system helps you manage service reminders and scheduling.

ASW automates major shop functions, from estimates to post-service, helping you increase productivity and gain control of your business. The professional image you project encourages customer loyalty, so you can reach new heights in profitability.

BENEFITS

- Develop customer loyalty with accurate, professional estimates and invoices
- Source parts accurately with full-line electronic catalog
- Maximize rack time and profits with efficient, paperless processes
- Promote repeat business with automated service reminders and scheduling

KEY BENEFITS OF ACTIVANT SERVICewriter

COMPREHENSIVE SHOP MANAGEMENT IMPROVES PRODUCTIVITY AND PROFITS

Instant Access to Complete Parts and Labor Data with Real-time View of Suppliers' Parts Availability and Pricing

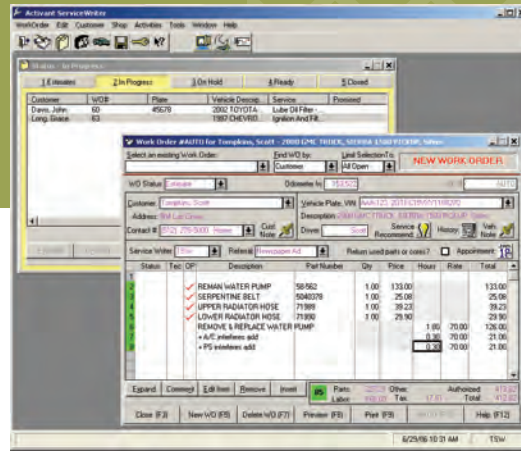
- Look up parts with Activant PartExpert®, the industry-leading parts catalog with full-line coverage from 1968 to present, Cover-to-Cover images, and VIN and tire lookup
- View real-time supplier parts availability and pricing that's always up-to-date
- Source parts over the Internet using the AConneX® "supplier network" that simultaneously checks multiple store and warehouse locations
- Access critical aftermarket labor data to keep estimates fair and accurate:
 - LaborExpert®
 - Service Intervals Plus™

Present a Professional Image with Automated and Accurate Estimates, Work Orders and Invoices

- Add new or existing customers and their vehicles to an estimate
- Transfer parts, labor and pricing directly to a work order or estimate
- Automatically add additional charges such as supplies, taxes or fees
- Print professional, organized estimates with customizable forms
- Quickly convert an estimate into an invoice when the job is complete

Run Your Business More Efficiently With Paperless Shop Management

- Click to review vehicle history, recommended service and notes right within the work order
- Communicate necessary repairs clearly to technicians
- Review the status of each car at a glance, with organized electronic folders that represent work order racks
- Maintain accurate customer & vehicle history on your system, not on paper



One-click access to detailed illustrations, warranty info, product specifications, OE numbers and more.

- Train veterans and new employees quickly with Windows-based solution
- Keep customers loyal by using service reminders and scheduling appointments
- Comply with state and federal auto repair laws
- Start as a single user and progress to multi-user as needed

Support Business Decisions and Determine Which Repairs are Most Profitable Through Real-time Management Reporting

- **Customer** – Service history, recommended service, customer vehicle listing
- **Employee** – Technician profitability and productivity
- **Sales** – Sales by service classification, sales trends and actual labor versus estimated labor
- **Shop** – Transaction register, invoice analysis, work order audit trail, transaction types
- **Inventory** – Physical inventory worksheet, inventory valuation, inventory usage
- **Accounting** – Flexible accounting options including basic reporting and export to Peachtree software
- **Profitability** – Track profitability in real-time – right from the work order

ABOUT ACTIVANT

Activant, a leading technology provider of business management solutions serving small and medium-sized businesses, offers customers tailored proprietary software, professional services, content, supply chain connectivity, and analytics. Activant's systems are designed to help customers increase sales, boost productivity, operate more cost-efficiently, improve inventory turns and enhance trading partner relationships.

To learn more about this or other Activant products and services, please call 800.678.5266



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