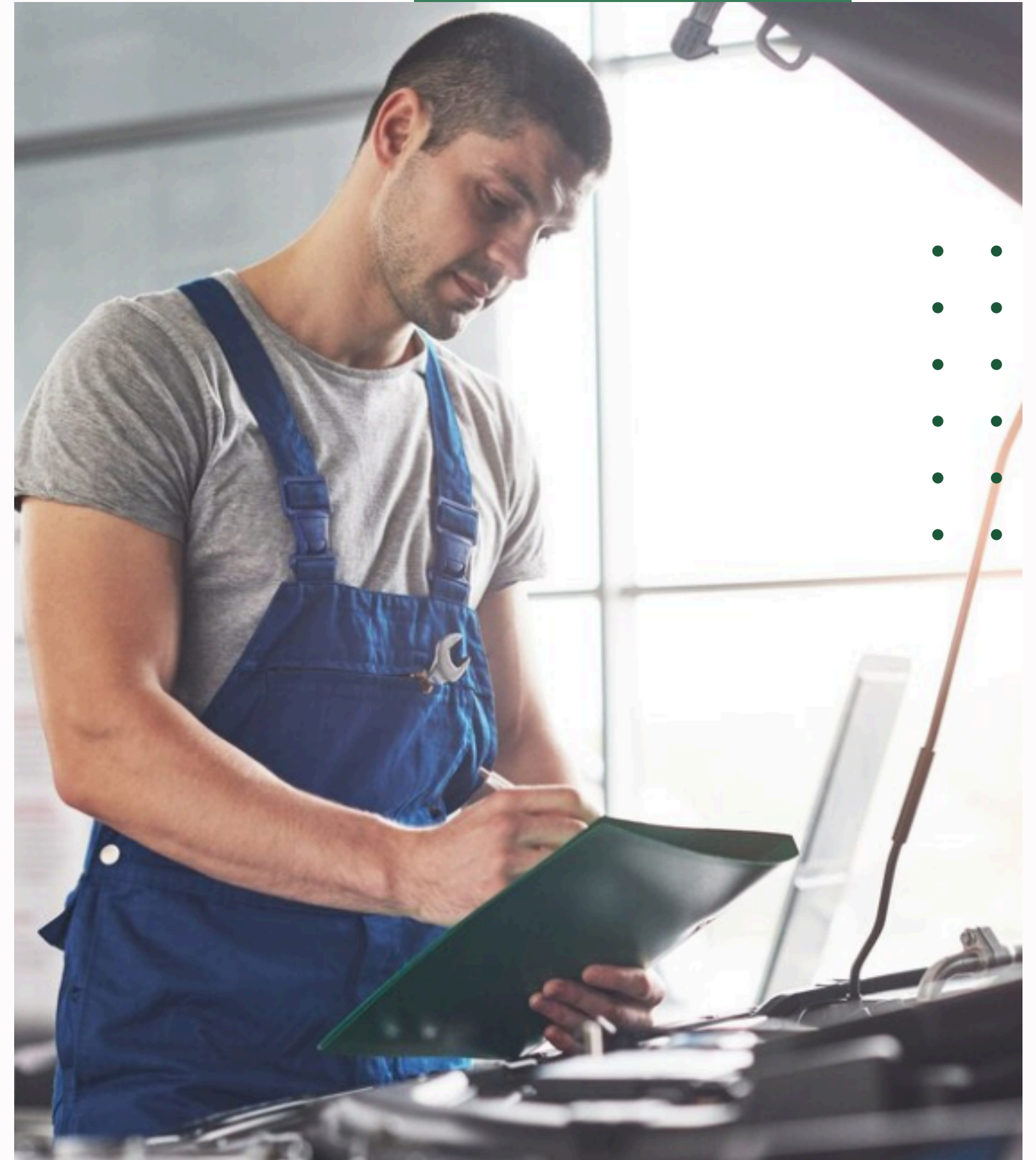# Vehicle service automation system

Powered by UGT

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Main Challenges

In Vehicle Maintenance Business

If you struggle with:

- Over-time service process

- Fragmented & non-centralized information about vehicles

- Incorrect and complicated forecasting

- Inaccuracy in masters' time recording

- Poor control mechanisms

- Ineffective customer communication

- Inefficient document management - Endless papers

- Difficulties in service planning and monitoring

- Inaccuracy in inventory accounting

- Endless queues in service

- Difficulties in finding prices in contracts

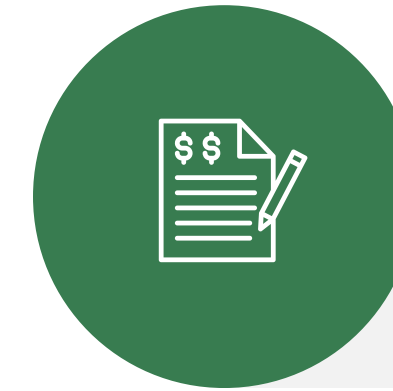- Information scattered in several programs

Why VMS?

Key Benefits

Digital contracts

Processes control & time management

Complete information about vehicles

Full digitization of the behicle service process

Full reporting

Digital Documents

Improvement of service process management

Management of masters

Inventory control

What we offer?

Key Features

|		
Vehicle information recording	Digital contracts and price lists	Recording of Masters' working time
Roles and permissions management	Ability to upload files of different formats	Integration with accounting softwares and ERPs
Integration with Active Directory	Ability to create digital documents	Booking of visits and business trips
Guarantee recording	Reporting system	Customer management

What's the result?

End-to-end digitalization of Service process

Service initiation

Service cost

Delivery of service

Vehicle registration

Vehicle Inspection
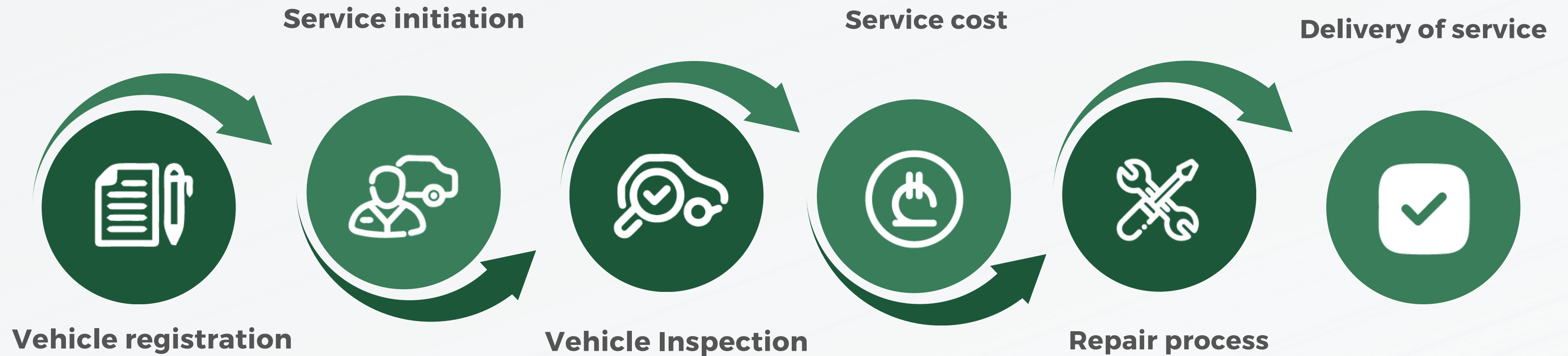
Repair process

How it works?

In detail

End-to-end digitalization of Service process

- The entire repair process for each automobile is digitized

- The reception of vehicle, allocation within the box, attachment to the master, drafting of defect reports, artisanal service delivery along with necessary parts, and ultimately, the signing of acceptance and handover are fully recorded and managed programmatically.

- In addition, if the vehicle is covered by the terms of the price list or by a warranty - this information is also duly noted and taken into consideration.

Warehouse and inventory control

- Software is integrated with accounting systems - thus giving us a complete view of warehouses balances

- Based on the online exchange of information with the accounting system, we use balances according to different branches of the warehouse

- Integration allows us to write off the parts and consumables used in service from the inventory of the accounting system in parallel with repair process

Effective customer management

Each user and the history of the service provided are recorded programmatically:

- In customer history we can see all the details - which vehicle was repaired, who was the driver, at what time, what kind of service was provided, by which master, what parts and consumables were used and at what price

- The contract, price list and warranty conditions are digitized as well

Service planning

- In order to improve customer exlerience, it is possible to book a service in advance

- The functionality includes booking at the service center, as well as booking of the master's arrival at the customer's site
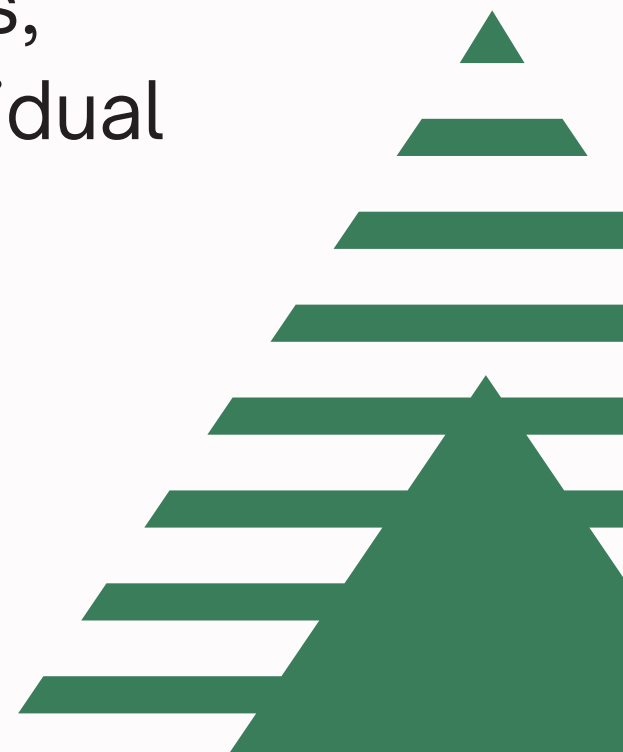
Digital contract and price list attached

Customer contracts and special price lists attached are also fully digital

- During the service period provided by the contract the price of auto parts, services and consumables are fixed and recorded according to the individual price list provided

Master management

- Each vehicle service task is assigned to single or several masters and when the task is delivered, masters can record the time spent on the repair process

- In the reports, we can see the total hours spent by each master and the amount to be paid that was automatically calculated by the sofwtare

Agreements, contracts, handover and acceptance forms

All documents related to the vehicle maintenance process are digitized in the system:

- Price list attached to the contract with any terms and conditions

- Defect forms drawn up as a result of vehicle inspection - with services and necessary parts

- Full cost estimate of vehicle repair process - service, parts, travel expenses of the master and consumables

- handover and acceptance forms - after delivering service process program generates the reliable acceptance-handover form
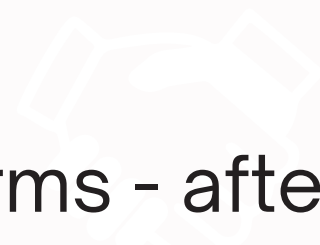
guarantee accounting

All warranty conditions are digitized in the software:

- In case of internal guarantee, the cost is taken at the expense of the company

- And in the case of the supplier's guarantee, the details of the request sent to the supplier are indicated in the program itself

User-Management

The authorization process for program users can be linked to Active Directory (AD)

- In the system, it is possible to assign roles to users according to their rights and duties.

- Predefined rights can be assigned to each role, so all users authorized in the program will be able to perform actions corresponding to the rights assigned to them.

Full reporting

In reports we see all kind of desired informaton.
Such as:

- About the work done by the masters and the amounts to be reimbursed

- Vehicle repair process - which vehicle is completed and which is in the process of repair

- Details about guarantee expenses and other desired information

UGT Product Development Team

UGT is a leading company in Georgia in the field of digital technologies. For more than 27 years, we have successfully created services and solutions that are tailored to the needs of large, small and medium-sized organizations.

With the support of donors and international organizations, we have implemented a number of large-scale projects of national importance.

Today, we have more than 70 partners worldwide and continue to maintain the highest partnership status of industry leaders. These include HPE, Dell Technologies, Acer, HP, Microsoft, Check Point, IBM, Oracle, and other well-known corporations. Besides top partner statuses, we have received numerous awards from our partners as the Most Innovative Partner, Best Partner of the Year, and Most Competent Partner.

26 Years in Technology

14877 Implemented Projects

73 Partner's Trust

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