

EPAM.DMS

DEALER MANAGEMENT SYSTEM



Solution Benefits

- Integration and support of all dealer and distributor business processes through a unified information environment
- Support of concurrent operation of several multi-brand sites and service stations, as well as importers
- Unified master data (vehicles, clients, prices) for all company's business units
- Flexible resource planning (car rental, test-drive, advance booking, service advisor and service shop workload)
- Flexible comprehensive processes for logistics and sales of vehicle, service parts, and accessories
- Full ERP processes cycle (finances, management accounting, logistics, personnel administration, payroll calculation)
- User friendly GUIs
- Integration of OEM-Importer-Dealer into a single supply chain
- System scalability options for new brand names, sites, business areas
- Multilingual support



Delivering Excellence in Vehicle Retailers Processes

EPAM.DMS from EPAM Systems is the most comprehensive solution for Enterprise Management in the automotive industry. The solution is designed for vehicle retailers, importers, wholesale and retail operators in the service parts market segment. Along with the solution, our consultants and developers with extensive experience in the automotive industry can provide a full range of advisory and implementation services.



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The Solution

The SAP ERP-based EPAM.DMS Solution utilizes such industry-specific components as DBM (Dealer Business Management), MRSS (Multi Resource Scheduling), as well as the APO-SPP (Advanced Planning and Optimization-Service Parts Planning) product. EPAM.DMS comprises preset business processes scenarios for automotive and distribution enterprises, as well as typical business process modeling templates for importers, distributors, and vehicle retailers. The solution leverages full customer interaction lifecycle processes in the end-to-end supply chain **Manufacturer ↔ Importer ↔ Dealer ↔ Client**: from sales activities to after-sales service, including procurement planning, purchase and sales of service parts within the dealership chains. The solution architecture allows adding new brands, business areas, and stations while operating in the common database. All data are secured via permission-based access control limiting access by the organization structure, brand units, specific master data, etc.

Vehicles		Parts		Service	
Vehicle Configuration		Sales Activities			
Test-Drive Planning and Execution					
New Vehicles Import					
New Vehicles Purchasing					
Trade-In					
Vehicle Presale Preparation Service					
Vehicle Additional Equipment Installation and Service					
Insurance					
Vehicle Sales (New, Used, Demo)					
Vehicle Rental Planning + Execution					
		Material Create, Prices			
		Parts Forecasting and Purchase Plan			
		Parts Purchasing			
		Transportation Planning and Execute			
		Warehouse and Inventory Processes			
		Parts Sale (shop)			
		Parts Sale (e-portal B2B)			
		Parts Sale by Service			
		Parts Returns			
				Appointment Scheduling	
				Service Order Processing	
				Insurance Service Order Processing	
				Warranty Service Order Processing	
				Internal Service Order Processing	
				Mechanic Workshop Planning	
				Body Shop Team Planning	
				Insurance Company Web Terminal	
				Mechanic Touch Screen Terminal	
				Advisor Free Time-slots Planning	
				Warranty Claims Processing	
				Season Goods Storage	
Customers Base					
Customer Inquiry					
Customer Direct Mailing					
Finance and Controlling					
Accounting (Legal, IFRS, GAAP)		Central Cashdesk		Asset Management	
Tax Accounting		Payment System		Budget	
Local Cashdesk		Integration With Bank		Cost Centers Controlling	
				Profit Center Controlling	
				Profitability Anasysis	
				Finance Management	
Human Capital Management					
Organizational Structure		Employment		Dismissal	
Local Country Standards		Business Trips		Time Management	
Qualifications		Employee Targets Planning		Piece Rate Payrol	
				Training Planning	
				Schedule of Works	
				Fix Rate Payrol	
Analytics					
Dealer KPI		Finance Analytics		Marketing Analytics	
Service Analytics		Parts Analytics		Vehicle Sell Analytics	
				Cost Analytics	
				Actual Time Analytics	
OEM/Importer		Catalogs		Legal	
<ul style="list-style-type: none"> - vehicle statuses - customer information - sales activities - warranty claims - payments - credit/debit notes - vehicles and parts purchase orders - reports 		<ul style="list-style-type: none"> - options - models - parts catalogues - prices - defect codes - labors 		<ul style="list-style-type: none"> - asset tax reports - balance sheet - bank - currency exchanges 	
				Local Dealer Systems	
				<ul style="list-style-type: none"> - card reader - key reader - touch screen terminal - diagnostic tools - cash desk terminals - information monitors - warehouse scanners - RFID 	

A list of typical user roles in EPAM.DMS

Administration

- General Manager
- Office manager
- Chief Lawyer
- Lawyer

Sales Department

- Head of Department
- Disposition Manager
- Sales Manager
- Logistics Manager

Service Parts Department

- Head of Department
- Purchase Manager
- Sales Manager
- Wholesales Manager
- Service Parts Sales Manager (Dealer portal)
- Service Parts Sales Manager (Service center)
- Warehouse Manager
- Warehouseman

Service Department

- Head of Department
- Service advisor (presale service, assembly of additional equipment, bodyworks, insurance, warranty)
- Service Assistant
- Warranty Advisor
- Workshop Supervisor
- Quality Control Supervisor
- Dispatcher
- Mechanic

Human Resources Department

- Head of Department
- HR Manager
- Payroll Manager

Marketing Department

- Head of Department
- Marketing Specialist
- Call Center Manager

Rental Department

- Head of Department
- Vehicle Rental Manager
- Test Drive Manager
- Vehicle Replacement Manager

Finance Department

- CFO
- Chief Accountant
- Accountant (asset, settlement, cash and banking accountant)
- Cashier
- Controller

Insurance Department

- Head of Department
- Insurance Manager

Maintenance and Supply Department

- Chief Engineer

The Solution Advantage

Revenue Increase

- Business expansion due to unified business processes and scalable back-end systems
- Uninterrupted vehicle supply to the market due to well-managed end-to-end supply chains and vehicle tracking capability at all stages of its lifecycle
- Strengthening of partner relationships due to electronic document management with the suppliers and collaborative procurement planning and logistics management
- Improved customer loyalty due to shorter order processing time and “one stop shop” approach in vehicle sales and after-sales service

Cost Saving

- Reduced transportation costs due to optimized logistics and load and delivery planning processes, inclusive of delivery costs
- Shorter delivery time due to faster response to demand fluctuations thanks to increased transparency into the organization's capacities, stock availability within the entire supply chain
- Lower warehousing costs due to multifactor forecasting and accurate warehouse data management
- Effective supplies liquidity analysis

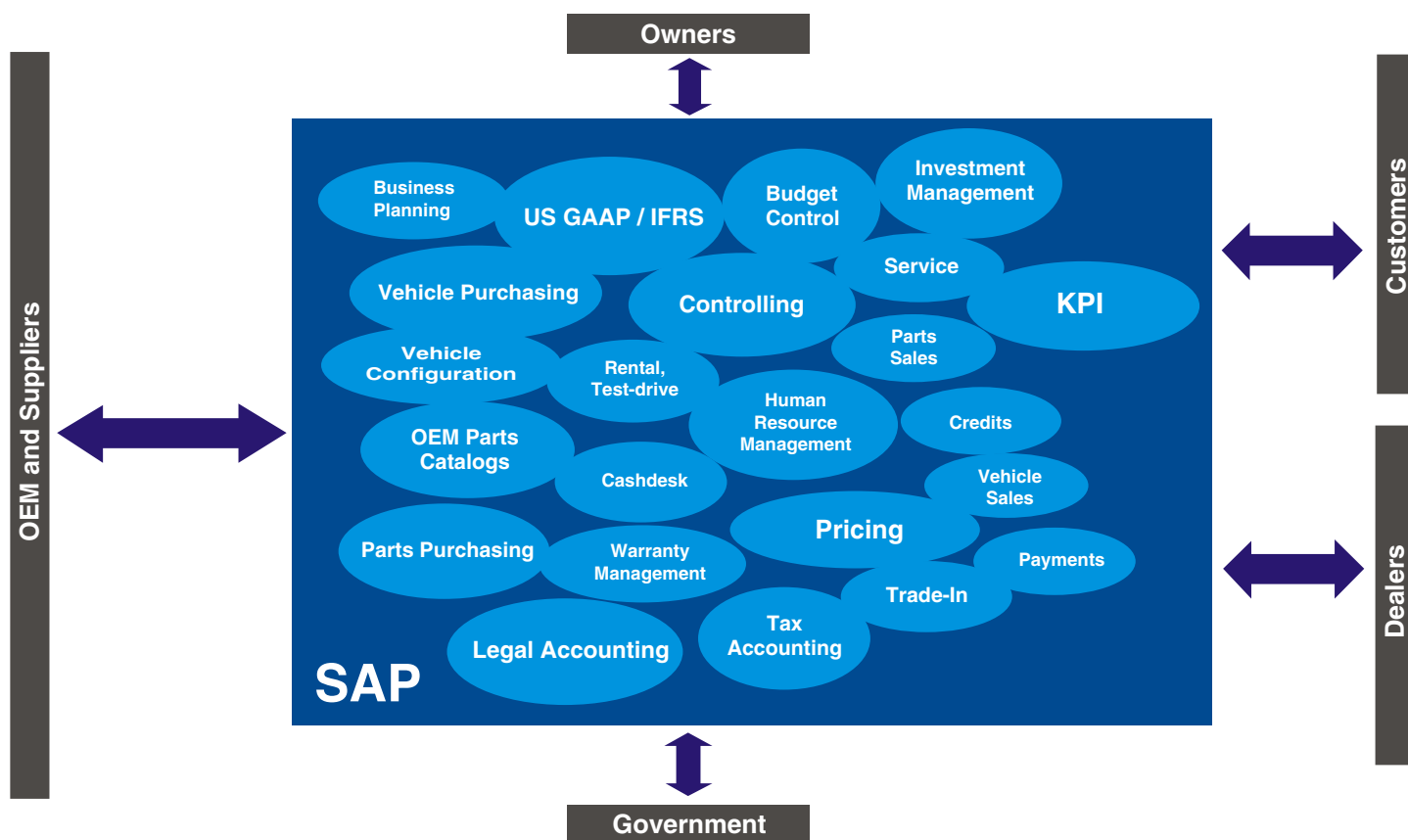
Lower Operating Costs

- Warehouse stock reduction
 - Analysis, forecasting, and planning of vehicle and service parts demand based on predictive modeling, diversified business groups and categories
 - Collaborative order management of vehicles and service parts
 - Organization of supply logistics with shorter delivery terms within the dealer and supplier chains
 - Ongoing analysis of the service parts liquidity and competitive flexible pricing
- Meeting all delivery deadlines due to ongoing real time vehicle and order status tracking

Optimal Use of Capital Investments

- Increased transparency due to the common database
- Optimal use of fixed assets due to efficient stock load planning

EPAM.DMS – relationship management in the vehicle



Why EPAM

- Proven vast experience in successfully delivered projects for the leading automobile dealerships and brands – deep understanding of the business specifics and environment, including legislative issues;
- Unmatched technology expertise, understanding SAP products at the developer's level due to a long-standing partnership with SAP – unrivaled capabilities in expanding and customizing SAP products and technologies;
- Exceptional scalability – EPAM represents a truly global consulting and solutions organization leveraging 4,500+ highly skilled, cost-competitive resources including 300+ strong team of SAP consultants and developers delivering large-scale mission critical projects within a single company;
- Broad range of SAP related solutions and services, best-in-class SAP consultants;
- Convenient geo-diverse delivery with development offices and client support centers in CIS and worldwide, extensive experience in technologies, business processes, and management employed by global corporations, as well as deep understanding of the domestic market.