



Shop Manager
by Qapter

Simplify management tasks with real-time visibility of all operations

Shop Manager bodyshop management

Shop Manager gives you the tools and information you need to run an efficient bodyshop, whilst simplifying the job of managing your business. However large or small your operation, the digital tools empower your teams to increase throughput and reduce admin. A full end-to-end solution, Shop Manager streamlines and automates the flow of information, from notification to invoice. Ensuring the best use of everyone's time.

Digital first

As a completely web based solution you can access business information, any time, anywhere and across multiple devices, making the solution work for you.

Increase profitability

Shop Manager helps deliver a more profitable business by increasing throughput via a reduction in administrative workload, allowing your team to focus on the core tasks at hand. Shop Manager's workshop apps drive best practise, by ensuring all in-repair images are captured to ensure that all operations are evidenced and charged for.

Customer satisfaction

Shop Manager provides an enhanced customer journey, via multiple digital touchpoints with the customer throughout the entire repair process. Using real-time notifications customers can be kept updated earlier, suppliers can be informed of new requirements and resources can be adapted to minimise the impact on key-to-key times, the cost of repair and increase customer satisfaction.

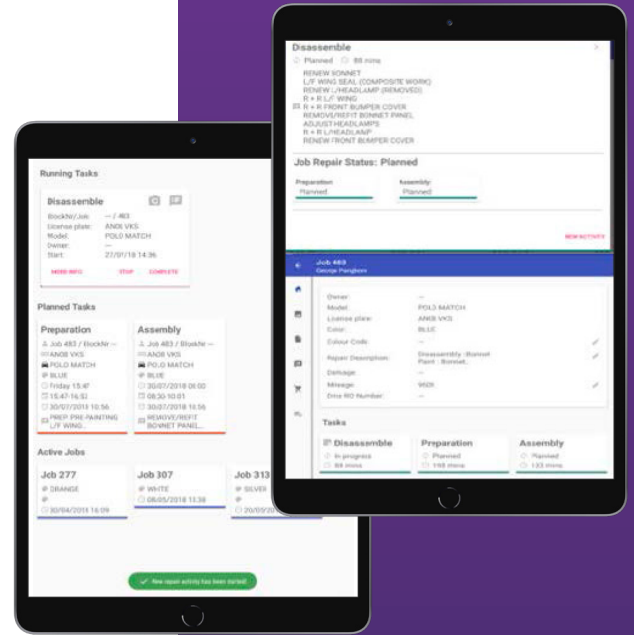
[soleraitalia.it](https://www.soleraitalia.it)

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Features

- Multi-site and multi-operational
- Web-based
- Resource management diary
- Built-in 2-way SMS and Email service
- Courtesy car event and cost administration
- Parts and stock procurement and controlling
- Satisfaction surveys and event driven checklists
- 3 tablet apps (Repair tasks, Vehicle handovers and Damage inspections)
- Customer online self-service portal



Benefits

- Centrally manage and progress a claim through the repair cycle regardless of the vehicle and its location
- Improve key-to-key times by predicting completion dates based on the actual availability and live competency/velocity of your technicians
- Improve customer, insurer and supplier communication with built in templated communications
- Fully electronic/paperless process to improve efficiency and reduce double-keying data entry and paperwork
- Improved Image management ensures the entire repair process and tracked to better manage costs and sales
- Improved internal collaboration through live data reporting and built in chat function
- Enhanced accounting process with multiple accounting package links that ensure data is provided live and consistently from all shops to a central location/solution
- Global support and development team
- Client self-serve portal allows customers to choose a collection and delivery date/time that suits them, provide images and receive status updates all without the interaction of a user in the shop
- Self-managed permissions, locations and users means the shop can enable new modules, create new locations and edit users

10%
Increase in
technician's utilisation

60 mins
Administration time
saved per claim

1.5
Additional labour
hours sold per claims

3%
Net profit Increase

0333 370 3440

Marketing@audatex.co.uk

audatex.co.uk/contact