rujulerp | WORKSHOP

Workshop/ Garage Management Software

Current Business Scenario

- Aftermarket Service Industry is Involved in Multiple Processes to Manage, Maintain & Maximize their Operations within a Limited Budget
- Replacement of Parts, Upgrades, Maintenance and Enhancement of the Vehicles, and Maintaining a Service History of Vehicles Manually is quite challenging
- Inventory Theft and Unnoticeable Outflow is one of the Major Problem Areas, due to Unavailability of Efficient Inventory Tracking Solution
- Challenges in Managing Multiple Branches, Workshops, their Resources, with No Centralized Reporting and Customer Database
- No Proper Tracking of In-House Vehicles and Depreciation of Assets
- Franchisee Performance Tracking

Key Challenges

- Customer Satisfaction and Retention, due to Lack of Reminders & Follow-Ups
- Resource Efficiency Tracking and Job Work Allocation
- External/Third-Party Services Billing & Management
- Vehicle Service Turn-Around Time Monitoring
- Multiple Levels of Data Capturing is Required to Manage & Maintain the Operations

- Complete Vehicle Service Ledger is a Key Challenge
- Lack of Repeat Job Management
- Lack of Spare Procurement Planning based on Upcoming Appointments & Job Cards
- Excessive Paperwork is Required at Every Level of Operations

Solution Offered

- Timely Service Reminders to Customers
- Job Work Planning, based on Available Advisor / Resource and Standard Job Duration
- Complete Tracking of Vehicle from Inward-till-Delivery
- Technician Efficiency based on Standard vs. Actual Duration Spent on Jobs
- Ease of Creating Job Cards on Android/iOS Based Tablet /iPad to Avoid Rework & Mistakes
- Record Customer Complaints in Audio/Photo Format & Take Signature

- Single Invoice from Multiple Job Cards of the Same Customer & Different Vehicles
- Service Price List on Standard Duration, Actual Duration or Fixed Rates
- Vehicle Checklist & Service-Wise Job Performance Checklist
- Service Completion, Quality Checklist & Pre-Delivery Inspection
- Customer Feedback and Customer Complaints Monitoring

Benefits

- Timely Service Reminders to Retain & Serve best Services to Customer
- Technician Time-Tracking App Helps to Record, Monitor & Increase Technician Efficiency
- Smart Service Appointment Booking App on Android & iOS for Customers

- Service Advisor App to Create Job Card, Vehicle Inspection, Add Services & Request Spares
- Service-Wise Job Checklist to Decrease Repeat job ratio
- Spare Inventory Tracking and Purchase Order Planning