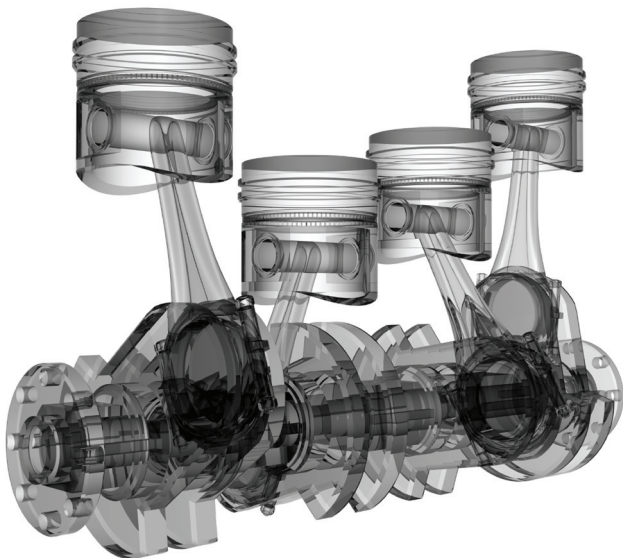


incadea.engine®

Dealer Management System



incadea aims to support you by enhancing your business processes and enabling a more efficient allocation of your resources. Understanding your challenges, we develop new approaches which help you save time and effort and make your business more successful.

A central aspect of our philosophy is creating tools which help you to focus on what is most important: your customers.

Some facts about incadea GmbH:

The Dealer Management System (DMS) **incadea.engine**® is based on the ERP software Microsoft Dynamics™ NAV and provides business areas of an automotive dealership with powerful features.

Being the largest Microsoft Dynamics NAV Independent Software Provider (ISV) incadea is the strategic partner of Microsoft in terms of automotive business and is member of the honorable Microsoft President's Club. The flexible architecture of **incadea.engine** makes it easy to customize. Evidence for this is the support of more than 20 languages, currencies and local business requirements.

incadea was founded in 2000 and is approaching 40,000 users in more than 40 countries. This success can be attributed to its comprehensive software solution and incadea's unique business model which utilizes a global partner network that is responsible for in-country roll-outs and country-specific developments.

incadea.engine is a comprehensive Dealer Management System (DMS) which enables car dealers to perform more efficiently in daily business operations. The application can be adapted to any kind of car dealer business environment and issues such as languages, different brands, branches or currencies can be easily managed by **incadea.engine**.

Besides standard DMS features, the framework offers powerful finance, accounting, reporting, and CRM capabilities. Flexibility is a major advantage of the application and makes it very valuable for international organizations.

incadea.engine's security enables dealership's management to organize an individual access to different system levels. Critical activities can be recorded and reviewed subsequently or the access to these activities can be restricted to specific users only; e.g. financial postings. For those the restrictions for each user can be configured in the user setup menu.

incadea.engine is a sophisticated ERP system. In order to provide user-friendly handling, the application offers consistent menu structures and standardized data views. This helps to reduce training time and enables the users to quickly become proficient on their system.

Through our global approach, the incadea software framework closely collaborates with a number of national and international systems of various Original Equipment Manufacturers (OEMs).

There are extensive interfaces to retrieve master data from manufacturers. This ensures that our customers will have up-to-date, comprehensive manufacturer information.

General Ledger (Basic + Finance)

The core of **incadea.engine** is the accounting system which integrates all business operations of a dealership. Business process booking and inventory management are updated in real-time. This provides more efficiency in accounting processes, superior control of company finance and the ability to better serve your customers.



Management and Controlling

Powerful analytical tools are a great help for performance supervising and show development opportunities and possible problems. **incadea**'s integration allows access to all details and documents for any business case. **incadea.engine** offers the information you need to make critical business decisions.

Service Management (Workshop)

incadea.engine's Service Management applications lead the user through the whole service process, from appointment management to invoicing and the automatic planning of aftersales activities, such as customer satisfaction surveys.

Important information about service history, availability of parts and upcoming customer services are always up-to-date and easily accessible.

OEM interfaces to technical systems, such as parts catalogs, central service and warranty systems are available which means, the warranty process is integrated in the service process. The Service Management of **incadea.engine** supports your company in handling customer service enquiries and organizing resources for maximum efficiency. It helps you to enhance customer satisfaction.



Vehicle Management

incadea.engine enriches sales conversations with easy and fast access to vehicle data. The management has straight forward information on structural issues such as age, finance and margin of the vehicle stock. This helps to optimize your vehicle inventory.

The purchasing process of vehicles and the preparation of sold cars, in cooperation with the workshop, are more efficient due to integrated and continuous functionalities. This is valid for new and used vehicles.

Parts Management

incadea.engine's comprehensive Parts Management solution provides the tools dealers need to manage all aspects of their parts department. With features such as seasonal ordering parameters and parts supersession tracking, **incadea.engine** helps dealers maximize their parts inventory investment.

incadea.engine offers real-time integration between the parts and service departments ensuring the dealership has the right part, at the right time to serve its customers. The warehouse can be organized on multiple levels and automated functions alleviate the manual exchange of parts between different branches and even associated organizations.



Relationship Management

incadea.engine's Customer Relationship Management (CRM) solution enables dealers to manage the entire prospect and customer relationship life cycle.

incadea.engine CRM helps dealers to create sales opportunities by managing leads provided by OEMs, showroom prospects, and developing leads by intelligently mining the dealers' service files.

incadea.engine's CRM gives dealers the ability to manage their customers' service requirements by informing clients when their vehicles require servicing.

It also provides tools to better control service campaigns and recalls.

incadea.engine offers real-time financial, sales, and service information so that dealership personnel can more effectively serve their customers and prospects.

Data Exchange

The Data Exchange module is a platform that optimizes external communication by quick retrieval and exchange of information. It is a versatile, adaptable tool that enables the exchange of data between the dealership and its vendors, mainly OEMs and importers. The module allows you to import, export and process master data of all main dealer business areas such as vehicles, sales, parts management and even other car dealerships.

Easy monitoring and processing of all data exchange transactions is given by the user-friendly cockpit functionality which can also display vehicle history data.

The Cockpit functionality, a part of the Data Exchange module enables comfortable monitoring and processing of all data exchange transactions acting also as a history of all data exchange processes.

Cash Register

The Cash Register add-on module is fully integrated in **incadea.engine**. It is responsible for clearing cash, check or card payments of your customers. Different currencies and multiple cashpoints are possible.

Even payments of suppliers or cash transactions which are directly booked on the general ledger account, are able to be cleared.

The Cash Register module also provides complete access to all transaction details.



Time Management

The Time Management module offers a complete solution that monitors employee activities, including contract workers. Comprehensive analyses supported by flexible grouping of tasks, employees or teams, give information about disposable resources, efficiency and productivity.

The feature also gives you the opportunity to record work times and track absentee information. Time Management processes wage relevant data and therefore supports your human resources department with periodical tasks.

Importer Management Module (IMM)

The IMM combines comprehensive DMS functionalities of **incadea.engine** with specific requirements of importers.

The process of importing vehicles and parts and the correct underlying accounting of all costs are covered by the IMM.

Dealers who are directly connected to the importer are able to access the system to order parts or reserve vehicles.

incadea.engine provides a secure portal, which saves a lot of recording time for the importer and which is fully configurable. The importer retains control over his dealers via a flexible access system with permission possibilities. The IMM enables the importer to view budget agreements with manufacturers and connected dealers which has a positive effect on daily operations.

Advanced CRM functions allow central campaigns of the importer and a continuous profiling of customer data through connected dealers.



Open Accounting Interface (OAI)

The OAI is an optional module which offers all relevant accounting data in a generic interface to external financial systems, in case the internal accounting of **incadea.engine** should not be used.

Architecture of **incadea.engine**® Customer Version

incadea and/or Partner Extensions

Legal and Make-Specific Country Customizations

International Make-Specific Customization

incadea.engine

General Ledger (Basic + Finance)	Point of Sale	Service Scheduling
Service Management (Workshop)	Time Management	Damage Calculation (Interface)
Parts Management	Vehicle Evaluation (Interface)	Importer Management Module
Vehicle Management	Open Accounting Interface	Archiving (Interface)
Relationship Management	CRM	Cash Register
included		optional Add-Ons
Quick Launch		
MIS Reporting		
Data Exchange		



Microsoft Dynamics™ NAV Standard and Country Specifics



General Ledger	Warehouse Management	Purchases & Payables	Resources	Inventory	Fixed Assets	Cost Accounting
	MS Office Integration	Sales & Receivables	Contact Management	Human Resources	Payroll	
included				optional Add-Ons		

Features of

incadea.engine

- ✓ General Ledger (Basic + Finance)
- ✓ Service Management (Workshop)
- ✓ Parts Management
- ✓ Vehicle Management
- ✓ Relationship Management
- ✓ MIS Reporting
- ✓ Data Exchange
- ✓ Quick Launch
- ✓ Point of Sale
- ✓ Service Scheduling
- ✓ Time Management
- ✓ Vehicle Evaluation
- ✓ Importer Management Module
- ✓ Open Account Interface
- ✓ Archiving
- ✓ CRM
- ✓ Cash Register
- ✓ MS Office Integration
- ✓ User Logging
- ✓ Damage Calculation
- ✓ DCS Cockpit
- ✓ Job Spooler
- ✓ Reorder and Shipment Proposal
- ✓ Physical Inventory Order
- ✓ Revaluation Journals

Microsoft Dynamics™ NAV

- ✓ General Ledger
- ✓ Warehouse Management
- ✓ MS Office Integration
- ✓ Purchases & Payables
- ✓ Sales & Receivables
- ✓ Contact Management
- ✓ Inventory
- ✓ Human Resources
- ✓ Fixed Assets
- ✓ Cost Accounting
- ✓ Payroll
- ✓ Consolidation
- ✓ Budget
- ✓ Bank Clearing

Current incadea Partner-Network:



Please visit our website at www.incadea.com for additional partner information and links to our partner websites.

Corporate Headquarters:

incadea GmbH
Franz-Brötzner-Str. 11
5071 Wals - Salzburg
AUSTRIA
Phone: +43 (0)662 857 600

Research & Development Center:

incadea GmbH
Rosenheimer Str. 33
83064 Raubling
GERMANY
Phone: +49 (0)8035 98 38 0

www.incadea.com
email: info@incadea.com

© 2009 incadea GmbH. All rights reserved.

incadea.engine is a registered trademark of incadea GmbH.

Microsoft, Outlook, Microsoft Dynamics are registered trademarks of Microsoft Corporation.

The data provided in this document is for information purposes only. While every care has been taken to compile the information in this documentation, ©incadea GmbH cannot be held responsible for any loss, damage or inconvenience, however caused, as a result of any omission, error or inaccuracy within these pages. Nothing in this document is intended to form part of a legally binding agreement with us. It must be noted that all other product names mentioned are the trademarks of their respective owners. incadea.engine® versions may differ from country to country which is due to partner adaptations and country layer versions. Further incadea does not guarantee any availability of certain versions in specific countries.

This publication is protected by copyright law. Whether whole or part of this document, it may not be directed at or intended for further publication or distribution through any broadcasting media or in any form and in any jurisdiction, where doing so could result in contravention of any applicable laws or regulations. Further reproduction of this document would require prior consent from ©incadea GmbH. All rights reserved.