



WORKSHOP MANAGER

Integrated Garage & Workshop Business Administrator

Our Workshop Manager will:

- Track each customer/job/vehicle
- Generate job cards, invoices, quotes, orders & reports
- Output documents in pdf, spreadsheets, email & SMS
- Manage & schedule telephone bookings
- Manage a full customer database, **simplifying** communication to customers
- **Improve** new & repeat business
- Monitor check-in & check-out times
- Manage parts, including easy ordering
- Make use of a **quick & simple** quotation system
- Improve technician & mechanic efficiency
- Process timely follow-ups
- Maintain your own vehicle catalogue & service kits
- Extract data & reports on all aspects of the business
- Include a point of sale system
- Include a full accounting system

Features & Benefits Include:

Keep in touch with your customers

Use the ability to search by name, registration no, VIN no and vehicle. See a full history, and send reminders, promotions, follow-ups and status reports via SMS and email, directly from our system. No need to maintain your own system outputs, or to manually transcribe messages. These channels can be used to send job cards, statements, invoices and quotes too.

Real-time information means better service

As vehicles arrive for their service on a daily basis, each operator is given the opportunity to plan the day's activities, with full visibility of the entire chain available to group management where appropriate.

This feature of the Unibase online, real-time solution provides the group with the ability to re-deploy parts, skills and other resources such as diagnostic tools to the branches with the greatest need, transparently providing customers with improved service levels.

Reporting for a real understanding of your business

The system comes standard with several financial, business and operational reports to identify any operational concerns before they become problematic.

For example, the month-end reports combine and analyse all movement for the month, while the technician performance report gives you insight into labour efficiency.

Retain satisfied customers

From appointment reminders to satisfaction follow-ups, Unibase Workshop Manager provides garage and workshop owners with a complete solution for managing every aspect of customer interaction and vehicle maintenance.

Central operation, local freedom

Your data is expertly stored and managed at our secure server farm in Johannesburg, away from the risks of theft, fire and water damage on your premises. Your business is easily accessible from anywhere in the world, and multiple branches can be consolidated for Head Office control where required.

A computer system that is managed for you

A group of dedicated experts looks after your system for you, providing data security, daily backups, system and database maintenance, system upgrades and much more.

Month-end procedures and balancing are done on your behalf - just one less thing to worry about at your busiest time of the year.

Simplified Quotations

With comprehensive supplier pricing and delivery information, you can prepare a professional quotation for your customer which you can choose to telephone, email or SMS - directly from the system.

Keep your customers informed

In addition to quotations, the SMS and email facilities can be used to send customers appointment reminders, vehicle status such as vehicle ready, and courtesy follow-ups, all which help to create satisfied customers.

Central Management, Global Support

Unibase is a wholly independent South African software developer with installations in many countries. No matter where you are, a simple call or email to our support team will get you speedy assistance.

OTHER SYSTEM FEATURES & SUPPORT

Real time, cloud based access • System technical support & security • Help desk for support & assistance • Regular system & app upgrades • Daily back-ups • Month-ends & integrity checks

