

DEALER MANAGEMENT SOFTWARE TO **BOOST** YOUR **BOTTOM LINE**



You're an equipment dealership facing stiff competition in a highly demanding market. You need to pump up profitability. What do you do? A well-designed, well-supported dealer management software could be the answer. If you don't yet have a fully integrated system, you're lagging behind your competitors. The right system helps you work smarter, cut costs, boost sales, retain customers and reap higher profits.

"It's something our customers around the world have discovered," says Robert Sombach, VP of Development for Nexent Innovations Inc., makers of Miracle Service™ premiere dealer management software. Since 1994, thousands of small and medium sized dealers in 45 countries have used Miracle Service to get the same high-powered dealer management features that large companies enjoy, at a fraction of the price.

To ensure smooth dealer operation a good Dealer Management System is critical. So why hasn't every dealership made the switch to a complete management system? Why haven't you?

"People are extremely busy and understandably cautious about spending these days," says Sombach. "But our Miracle Service customers will tell you that they found the financial benefits of our system to far outweigh the costs. And it was much easier to implement than they would have thought."

You already have all the data you need to run Miracle Service today. The information may be in a number of different places – in your accounting program or other service software, in the filing cabinet, on the white board, or in your sales or CRM system. All this vital but scattered information could be made much more effective and put to better use if it was centralized and properly integrated. The Miracle Service team works with you to import your data, then gives you step-by-step training and on-going support. You soon have the tools to realize the savings and other benefits of top-of-the-line software, and instant answers to questions such as:

- AM I MAKING MONEY ON THAT CUSTOMER?
- WHAT'S A PARTICULAR TECHNICIAN'S FIRST-TIME FIX RATE?
- WHAT'S THE PARTS USAGE BY TECHNICIAN?

With these answers at your fingertips, you can improve efficiency and make profits grow.

Cost savings key

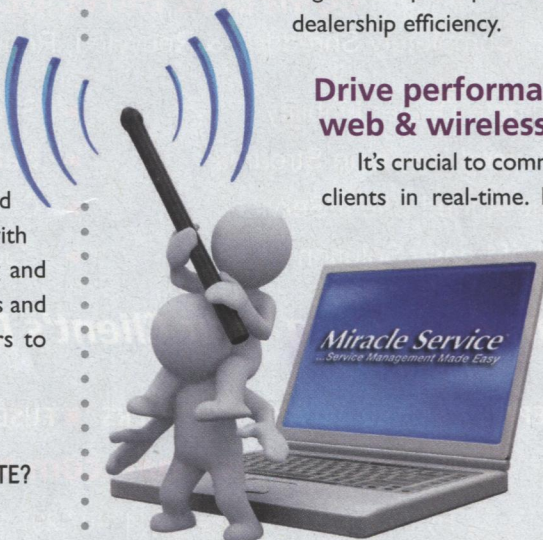
"To be successful nowadays you have to seize every opportunity to trim costs," Sombach says. He advises you focus on one priority at a time. Do you need a better handle on your equipment contracts to easily see lease expiries and contract profitability? Want to streamline recurring meter billing? Or perhaps you can improve technician scheduling, thereby reducing preventive maintenance costs? The Miracle Service team helps you meet your initial goal, then progress to the next one and the next, continually seeking ways to save you money. Miracle Service's flexibility allows you to add functionality as you need it and to grow the software as your business grows.

Your MPS future

Almost every dealership today is enhancing its business with Managed Print Services. A successful MPS strategy requires the support of a strong dealer management system. Miracle Service has responded with MPS enhancements – from sales pipeline management through to order, contract management and renewals. Notably, its new Toner Yield Tracker and customizable customer billing detail reports provide powerful tools to improve dealership efficiency.


Drive performance with web & wireless solutions

It's crucial to communicate with field staff and clients in real-time. Fast, accurate information exchange cuts the glitches and frees up staff to get things done. The Miracle Service's Technician Web Portal allows technicians to create, update and complete jobs anywhere they have Internet



access or wireless coverage using a laptop or smart phone. The Web-based CRM gives salespeople access to prospect and client information, as well as the ability to create quotes and sales orders while they are away from the office. The Customer Web Portal enables your customers to open service calls, order parts and supplies and update meter readings with you directly on-line.

You can't afford to wait

Without a dealer management system you're not operating at maximum potential. The good news is that automation is much easier than you think, and the productivity gains are huge. With Miracle Service, you gain capabilities that improve every aspect of your business — from getting technicians to the right place with the right parts on time, to managing contracts, inventory, billing and follow up. Make Miracle Service your partner in profitability today. 

NEW MIRACLE SERVICE FEATURE ENHANCEMENTS

Miracle Service™
...Service Management Made Easy

TONER YIELD TRACKER: Easily track your customers' supplies usage against their contracts. Track supply usage based on the clicks on a machine, or based on the total items shipped under the contract. Know when customers are likely to run out of toner and other supplies.

CUSTOMIZABLE CONTRACT BILLING DETAIL REPORTS: Users can generate a detailed report in Excel® or PDF for each item on a Period Billing invoice to include with the billing. You can even have a separate template for each customer so that the information sent can be customized to that company's information needs, including department codes. Packaging the information to customers exactly as they want to see it is a great enhancement to your MPS strategy.

REPORT DESIGNER: Users have the ability to further personalize their customer facing documents to their specific needs, by modifying and creating templates for: Invoices, Period

Billing, PO's, Service Task Tickets as well as custom reports. Add logos and text boxes, change fonts, add/remove fields and more.

CUSTOMER RELATIONSHIP MANAGER: Version 2.2.0.1 of the Web-based CRM brings even more visibility to your sales pipeline. New Report Dashboards show breakdown of activity and inactivity by salesperson. Enhanced personalized quote sheets help present your quotes in a manner that will stand-out against the competition.

AUTOMATED METER READING: New options include integration with the leading print tracking packages as well as direct reading entries.



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