

Quick
Facts

incadea.dms
dealer management solution



Designed to help you grow

The decision to adopt a new dealer management system is a significant business decision. It is an investment in the future of your business and you want to make sure that it will stand the test of time. Your objectives may include scalability for the growth of your business, ongoing development to support the ever-changing customer expectations, and new emerging technologies and solutions for sales, service, and other business areas of your dealership.

incadea.dms is an open-platform dealer management system | dms | designed to boost dealership performance, growth and profitability. Our fully integrated solution is powered by Microsoft Dynamics NAV, ensuring innovative functionality and a user-friendly interface.

Why incadea.dms



Gain Control

Make informed decisions and resolve issues before they impact your bottom line by using real-time operational reporting.



Increase Margins

Optimize your processes, reduce costs, and improve productivity. Focus on the activities with the most added value.



Amaze Your Customers

Create customer-centric, personalized experiences across the entire dealership.



Drive Growth

Strengthen your brand, build long-lasting customer relationships, and stay on top of the game.

Drive results in every area of your dealership

Based on Microsoft Technology. Allowing you to focus on innovation

incadea.dms is based on the world class platform of Microsoft Dynamics NAV. As such, the solution inherits all the essential properties of this ERP software while accommodating the specific requirements of the automotive retail business.

Your Benefits



Continuous Development and Innovation

Based on Microsoft Dynamics NAV, incadea.dms provides quality consistent with other Microsoft products and also benefits from cutting-edge developments and innovative features.



Security

Microsoft constantly upgrades its Windows operating system, SQL server, and other solutions, focusing on ensuring security. incadea.dms directly inherits these upgrades.



Connected Dealership

The Microsoft Dynamics NAV platform allows integrations to other Microsoft products and third-party applications. These allow you to forget spreadsheets, switching between different systems, and reentering data; instead, your team can spend its time in a more productive manner.



Intuitive and Familiar User Interface

With a graphical user interface similar to popular Microsoft Office applications, the new incadea.dms will be familiar for your team, and therefore easy to learn. Experience reduced training effort and time and better acceptance and utilization among users.



Customized Work World Experience.

Ensuring team success through personal efficiency

The Role Center concept in incadea.dms is designed to help users focus on their tasks by tailoring their application experience to the needs of their role in the dealership. The Role Center creates a customized "work world" experience, integrating information from the DMS and other applications.

Your Benefits



Save time. Increase productivity

Each Role Center is optimized for the specific role, containing all the relevant information and guiding the user through the business process. No need to switch between applications thanks to calendar, messaging, and other integrations.



Collaborate Efficiently

The solution includes 22 dealership roles, supporting information flow between different departments of your dealership.

Drive Results. Achieve high performance.

Optimize key dealership processes

On average, lack of integration accounts for 33% of all value lost due to different inefficiencies in car dealer operations. This is why integration between your DMS, OEM, and third-party systems is so important. They automate processes, remove human error, reduce waiting times, and ultimately enable your employees to improve customer experience.

Your Benefits



Reduction of Errors

Automation and removal of human interaction reduces potential for errors caused by end users.



Simple Workflows

Workflow is designed based on the business process and the user's role.



DMS Integration

The make-specific processes are seamlessly integrated into standard DMS workflows.



Process Automation

International Make Layer (IML) removes user interaction whenever feasible.

Turning Data into Successful Decisions. The intelligent dealership

Define KPIs that are important for your business, and build your own reports with only a few clicks. Forget spreadsheets and extract real-time information directly from the DMS.

Eliminate the need to rely on a third-party solution and stay in control with transparent, real-time information.

Your Benefits



Flexible and Customizable Reporting

Control your business more effectively with the help of built-in reports. Define KPIs that are important for your business, and build your own reports with only a few clicks. Forget spreadsheets and extract real-time information directly from the incadea.dms.



Standard Reports for Every Business Area

Analyze your daily performance with a set of predefined print-out reports for every business area. incadea.dms offers 150+ standard reports relevant for your business.



Easy Budget vs. Actuals Comparison

Predict and monitor your purchase and sales activities by setting up purchase and sales targets per area. Compare actual figures against the budgeted targets, and evaluate the performance of every department, sales team, or individual salesperson.



Accurate Cash-Flow Forecasting

Ensure financial stability and avoid unnecessary financing costs through accurate cash flow forecasting and purchase planning. Configure your forecasts by taking into consideration not only transactional data, quotes, and orders but recurring income and expenses as well.

Become Customer Centric from A-Z.

Gain control over your sales performance and orchestrate your marketing and sales efforts through a central hub with incadea Retail CRM. The heart of incadea.dms encompasses relationship management — an integrated CRM tool designed to successfully manage the business processes that increases customer satisfaction and improves sales performance. Lead Management (Sales and Aftersales), Case Management, Contact Management, Campaigns and Segmentation are just a few of the features that will support your customer communication strategy.

Retail CRM: Key Add-On Functionality



Lead Management

Whether in sales or aftersales, you can manage leads coming from various sources. Avoid manual data entry, qualify leads, and assign them to salespeople.



Customer Profiling

By using questionnaires or rating scales, you can understand your customers better; shape customer communication according to their profile; and plan precisely targeted, efficient campaigns.



Segmentation and Campaigns

Easily create segments matching specific criteria and associate them with campaigns, opportunities, to-do's, or interactions. Execute campaigns, review results, and learn from the performance statistics.



Opportunity Management

Plan your sales pipeline and make sure every opportunity gets the attention it deserves with the help of individually configurable to-dos for each sales stage and deep integration with other CRM functionality (e.g., campaigns).



Case Management

Streamline your resolution process for inquiries and complaints. Create transparency and awareness throughout the whole dealership, enabling the entire team to work toward the highest customer satisfaction.



Messaging and Interactions

Set up automatic notifications for customers via their preferred channel: SMS, email, or other messaging apps. Send messages personally, interact with customers, and keep records of exchanged messages for future reference.

Your Dealership on the Go. incadea mobile apps

Engaging leads, upselling in service area, enhancing customer experience, and simplifying multiple dealership processes are just a few of the benefits of adding mobile apps to your dealership.

incadea.dms offers seamless integration with and between our mobile apps "incadea.mysales and incadea.myservice", allowing you to revolutionize the way you interact with your customers. Important sales and service activities at your dealership can be processed anytime and anywhere via your mobile device.

Your Benefits



Offer a Seamless Experience to The Customer

Enable your sales team to have a meaningful conversations with the customer without ever leaving the showroom floor.



Gain Control of the Sales Process

Easily capture all information the customer is sharing and synchronize data with the DMS on the spot.



Never Lose an Up- or Cross-Selling Opportunity

Record and follow up on deferred services, never forget an opportunity, and enable your team to generate more aftersales revenue.



Optimize Service Processes

Stay on top of current tasks. Check the status of service orders and take action if needed. Sync data with the DMS automatically and eliminate data loss.



Maximize Your Sales Team's Efficiency

Eliminate the time wasted on switching physical locations and have your team cooperate efficiently with instant data sync between the app and your DMS.



Drive Growth by Generating More Sales

Take advantage of each touchpoint and customer interaction. Keep your sales team aware of upselling opportunities.



Bridge the Information Gap

Keep service advisors informed about their service orders, jobs, and customers — at any time, without having to visit their desks.



Build Transparency and Trust

Capture findings together with the customer. Record information immediately and have it synced with the DMS in real time.

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www.incadea.com

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