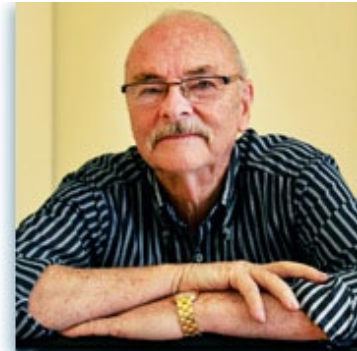


## A Message from the CEO

“Steve Job’s impact on the way we live our lives has by any measure been staggering.”



*With the recent passing of Steve Jobs the world has lost an enigmatic genius and one of the most brilliant innovators we have ever seen.*

The secret of his success has been not only his talent for design but his ability to create a vision, innovate with new products within that vision, and then repeat that process again and again.

By 2015 it is estimated that eighteen million smart

phones will be operating within Australia and the majority of these will be iPhones. Steve Job’s impact on the way we live our lives has therefore by any measure been staggering.

By 2015 it’s anyone’s guess what we will be able to do with these smart phones but even today they are powerful pocket computers, and in the near future they will feature more and more powerful applications that will make them indispensable in our business lives. Even today smart phones play an increasingly important role in the mobile digital economy.

This technology has the potential to remove the notion of time and distance and to IT companies like Auto-IT, this presents a significant threat or a great opportunity. A threat if we rest on our laurels, an

opportunity if in following the spirit of Steve Jobs we create our own visions and continue to innovate new products.

Vendors of IT products and services in the past attended to their own market niches. Business customers of today are more sophisticated and a lot more demanding.

Technology has grown more complex and integrators will not prosper if they can’t supply a broader range of digital age solutions via the Web.

At Auto-IT our investment in research and development is significant and some of the new products we have launched or are about to launch include business intelligence reports delivered on a dashboard in real-time via a portal, iPad integration,

*Continued overleaf*

**From the CEO cont.**

customer access to our clients' businesses via a portal, and mobile technology integration. Much more is in the development stage.

If you would like to discuss Auto-IT's innovation initiatives or have a need to talk

to me on any other topic, I am available at any time on my mobile, +61 432 689 688.

Ken W Fife  
Chief Executive Officer  
Auto-IT Australia Pty Ltd  
kfife@auto-it.com.au



## R.I.P. Steve Jobs



## Quotable

"Everywhere is within walking distance if you have the time." **Steven Wright**

"A budget tells us what we can't afford, but it doesn't keep us from buying it." **William Feather**

## Q & A with Ray Borg - Carlisle Motors Using Excel with UNITS®

**Q. How long have you been using the functionality of Microsoft Excel with UNITS®?**

*We went live in February 2009. Over that time, I have become more familiar with the power of excel and its interfacing capabilities and now use it daily.*

**Q. What functionality in the interface do you use most?**

*The ability to upload standing journals into the General Ledger. I've always created the accrual and prepayment journals in a spread sheet, print them out and enter them line by line into our DMSES... but now, using the same spread sheet, I have added a special page to summarise the data, save that sheet as a CSV file in a format that the General Ledger recognises and import it into UNITS®. I first recall seeing it used at a User Group meeting, the penny dropped, and I couldn't wait to get back to the dealership to incorporate it into our daily processing.*

**Q. How has it changed your business?**

*It means that a job that took 4 hours of my time to complete now takes 10 minutes. I have more time to concentrate on real business issues, and looking at ways to fine tune our other modules that make our bottom line more attractive and realise a true return on investment.*

**Q. How does it compare to other systems in the marketplace that you have seen?**

*In the past, we had a Unix-based system that would allow us to create spread sheets from the system as CSV, as we can today, but it would never allow you to upload back into the DMS.....it was 'one way' only reporting and use of Excel.*



Ray Borg of Carlisle Motors

**Q. Was it easy to train the staff on the use of Excel within UNITS®?**

*It's extremely easy to use and implement. The initial ODBC setup was done by Auto-IT, and the rest was just applying my knowledge of Excel. I've got it to a point where I have managed to create a menu item for others in the dealership to access these reports...that obviously means we have centralised reporting and are not having to manage multiple spread sheets and directories.*

**Q. Would you recommend it to other dealers?**

*Most definitely. We looked at a number of different DMSES in the market and chose Auto-IT based on its open database capabilities and have no reservations in making the decision to go with Auto-IT. It has more than met my expectations.*



### Quotable

*"All the art of living lies in a fine mingling of letting go and holding on."* **Henry Ellis**



## Auto-IT Continues to Lead at AADA

*In just four short years, the Auto-IT booth has become something of a must-visit destination during the annual AADA Convention pilgrimage.*

Auto-IT had a significant presence at this year's event, held in Melbourne's Grand Hyatt Hotel. The response to Auto-IT's growing suite of new-generation dealer solutions was very positive.

With the constant changes in the dealership landscape, the event was for many dealers, their first chance to learn about some of Auto-IT's cutting edge products like the fully integrated Web-based Customer Portal, the VantagePoint dashboard and the industry's game-changer, Dealer Spectrum.

These (and a number of other) solutions have met with rave reviews from dealers across Australia and underscore Auto-IT's accelerated commitment to cutting-edge, simple-to-use dealer solutions, powered by class-leading Windows-based and Apple-friendly architecture.

Again, mobility and Web-based solutions were front and centre and Auto-IT staff demonstrated a number of exciting innovations that tap into this growing trend.

Popular as ever too, were the remote control Lamborghini & Ferrari giveaways Auto-IT has become famous for, along with the iPad2 prize, won by Courtney & Patterson Honda.

We look forward to seeing you all again at next year's AADA Convention!

[Check out the Auto-IT AADA Interview Video](#)



*National Sales Manager, Michael Cross (left) and Chief Operations Officer, Wayne Rushworth, strike a pose at Auto-IT's AADA Convention booth.*



*Auto-IT's Clem Murphy (left) tries to look happy as he hands over the new iPad he'd rather have kept for himself. It was won by Courtney & Patterson's Honda Sales Manager, Andrew Ward, at Auto-IT's AADA Convention booth.*



# Maintaining Service Cycles & Next Service Due Dates

*Ensuring a customer returns for their vehicle's scheduled service is not only good for business but also improves customer satisfaction by extending the life of the vehicle, improving reliability, and reducing ongoing maintenance costs. UNITS® can assist with maintaining your service cycles and ensuring scheduled service reminders are sent to your customers on a timely basis.*

## Maintaining & Updating Service Cycles

A utility, in the program Workshop Next Service Date Recalculation, allows you to implement or correct either the number of days or mileage travelled between scheduled servicing.

Select	Rego	Make	Model	Franchise	Team Code	Next Service Date	Current Service Cycle	New Service Cycle	Current Service Distance	New Service Distance
<input checked="" type="checkbox"/>	BUGGY	Volkswagen	Beetle	VW			270	180	7500	5000
<input checked="" type="checkbox"/>	RAV4	Toyota	RAV4	VW			270	180	7500	5000
<input checked="" type="checkbox"/>	H0UDZ	Volkswagen	Golf	VW		14/09/2011	270	180	7500	5000
<input checked="" type="checkbox"/>	200027		VE78EP69S28	VW		30/01/2012	270	180	7500	5000

A number of filters exist to select only those vehicles which require an update, and upon further review a select option is made available to include or exclude a vehicle from the update. With this program the service cycles of your vehicles can be instantly updated, ensuring a vehicle's next service date is calculated more accurately.

## Calculating Next Service Dates

Your customers use their vehicles for many and varying reasons, from the high mileage of an electrician's ute to the low mileage of a compact a grandmother drives to and from church on Sundays. For this reason stringent time-based service cycles are not appropriate, it is its usage that is important when determining when a vehicle is next due for a service visit.

UNITS® has a utility which allows a customer's usage to be taken into account when predicting when their vehicle should next been seen for a scheduled service. This can base the calculation on either the service cycle days, mileage interval, or the earliest of the two.

*Continued overleaf*

## Maintaining Service Cycles *cont.*

In the example illustrated below we have a vehicle with a registration of HOUDZ. When the vehicle was last serviced the next service date was calculated to be the 12th December 2012, based on the standard service cycle days. However our customer travels extensively for their work, and when their usage is taken into account the vehicle really should be in for its next scheduled service on the 17th November 2011, almost one month

earlier. In calculating this, the utility has reviewed the vehicle service history and predicted that it will have travelled the requisite mileage by this earlier date.

More accurate scheduled servicing provides reassurance to your customers that you have them and their vehicle's best interest in mind.

**Donavan McErlane**  
UNITS® / EQUIP® Product Manager



Select	Rego	Last Workshp Visit Date	Service Cycle Distance	Service Cycle Days	Next Service Date	Recalculated Next Service Date By Service Cycle	Recalculated Next Service Date By Distance
<input checked="" type="checkbox"/>	HOUDZ	15/06/2011	5000	180	17/11/2011	12/12/2011	17/11/2011
<input checked="" type="checkbox"/>	BUGGY	18/07/2011	5000	180	00/00/0000		
<input checked="" type="checkbox"/>	RAV4		5000	180	00/00/0000		
<input checked="" type="checkbox"/>	200027		5000	180	30/01/2012	30/01/2012	

## New Factory Interfaces

Auto-IT continues to develop and enhance factory and third-party interfaces - many which can help make your business more efficient and effective. Don't miss out on giving your business a competitive edge.



To find out more about how these interfaces can benefit your business and to request installation, please contact your Business Relationship Manager.

- AutoGro PartsWeb Parts Locator (in pilot)
- BMW KSD Interface Update
- BMW WIT / SAP Interface Update (launched 3 Oct 11)
- Ford CPS (Capped Price Service) Interface Update
- Ford DSBII Project – Stage 2 (in dev.)
- Ford ESOS Reporting Extract (in dev.)
- Holden RIM (Retail Inventory Management)
- Mazda Prospect System Integration (scoping)
- Mazda Service Data Load (in pilot)
- Mitsubishi CPS (Capped Price Service) Interface Update
- Mitsubishi SAP Migration (scoping)
- Peugeot Service History Interface (in dev.)
- SmartTrade GetGenuine program (in pilot)
- Toyota Taipan (launched 3 May 2011)
- Volkswagen Service Extract Update (now includes Skoda)



# Your Clients' Contact Information is Gold

## Can you guarantee its accuracy?

*Optimising your clients' contact information is essential to ensuring every touch with your customer builds loyalty, longevity and profitability.*

You need to know and trust that the contact details you enter are accurate and up to date. Your client database is an extremely valuable and powerful tool, but only if the data it contains is correct.

Take advantage of a complimentary health check of your customer data through Sensis® Data Solutions and Auto-IT and get some REAL insight into:


- # of customers matched to the White Pages® and still live at the address you hold for them
- # of address changes found through the White Pages® & Australia Post's National Change of Address
- # of addresses that can be corrected against the Australia Post Postal Address File
- # of phone numbers that can be confirmed as accurate
- # of new phone numbers that can be found

This insight will provide you valuable feedback on how you can improve and enhance your marketing efforts whilst decreasing costs.

® is a registered trademark of Telstra Corporation Limited ABN 33051775556



**Order a FREE Sensis® Health Check Report!**

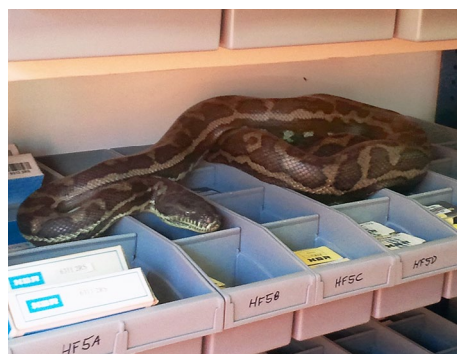


**Contact your Business Relationship Manager today.**

### Recently Spotted



*When times are tough and the showroom's dead, salesmen are very innovative in the art of self distraction.*



*A good Dealer Management System makes it easy to manage parts - like this 3-metre long part that doesn't have a matching bin location!*

# New Staff Profiles

## Batoul Bazzi

A few months ago, Batoul Bazzi joined our Sydney team as a Support Consultant. Having recently graduated from UTS with a Bachelor degree in Business and IT, she looks forward to the opportunity to expand her horizons during her employment at Auto-IT.

## Greg Jones

Having previously worked at Toyota for 22 years as an Analyst/Programmer, supporting and maintaining their Spare Parts system, Greg joined our Sydney team as a Quality Assurance Officer.

With a Bachelor Degree in Computer Science from UTS, Greg has also worked as a programmer at Photoset Computer Services (a computerised typesetting bureau and part of Australian Consolidated Press). He looks forward to being able to contribute to Auto-IT in the future.

## Kelly Nguyen

Currently a first year student at the University of Sydney, completing a Bachelor degree in Commerce and Arts, Kelly Nguyen has joined our Sydney office as a Marketing Assistant.

She completed her Higher School Certificate in 2010 and is looking forward to the year ahead with Auto-IT.

## Saleem Sadruddin

Saleem has recently joined Auto-IT as a Systems Engineer in our Sydney Office. Saleem has done a Masters in Computer Science having specialization in Computer Networks and Communication from IQRA University, Karachi Pakistan.

He has 8 years of experience in Network Systems administration and has diverse knowledge in Microsoft, Cisco, Linux, Solaris and Avaya Telecommunication services.

Saleem started his career in Pakistan, working for Satech Pvt. Ltd and English Biscuit Manufacturers Pvt. Ltd. His last assignment was with Open Access P/L Aust., where he worked as a support engineer.

## Ferdi Abdulovski

With a Diploma in Computer Science at RMIT and a Microsoft certificate on configuring Windows 7 (70-680), Ferdi Abdulovski has joined our Melbourne Office as a Support Consultant. At 22 years of age, he is looking forward to the opportunity working with the Support team in Melbourne and is enjoying the new challenge.

## John O'Halloran

John O'Halloran is the Regional Manager for South East Asia, based in Kuala Lumpur. He has both an Automotive and IT background with over 20 years of worldwide experience in retail, distribution, fleet management and financial services.

John holds a Masters Degree in Information Technology and Management and is an experienced delivery and operations manager. In previous roles he has worked for two OEM's, Volkswagen and Renault, in addition to several major Automotive software vendors worldwide.

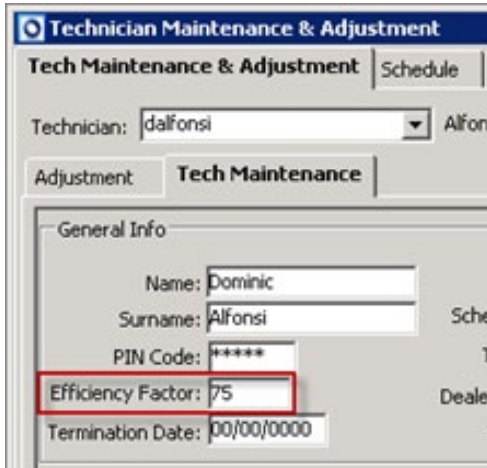
Prior to his appointment, John had spent a total of eight years living in Asia, six of those in Japan as Country Manager and most recently two years in Thailand and Japan as a General Manager, managing a global OEM relationship. In addition, John has also managed large-scale software deliveries in Russia, The Netherlands, The UK, Puerto Rico and Portugal.

## Tarik Gagali

Tarik Gagali has taken the role of Junior Technical Support based in the Melbourne Office. After completing his course in Information Technology/Project Management at RMIT, he then went on and worked as a volunteer for 3 months at a small IT firm where he gained some experience. This is his first full-time role in the work force.



# TIPS - The UNITS® Efficiency Factor



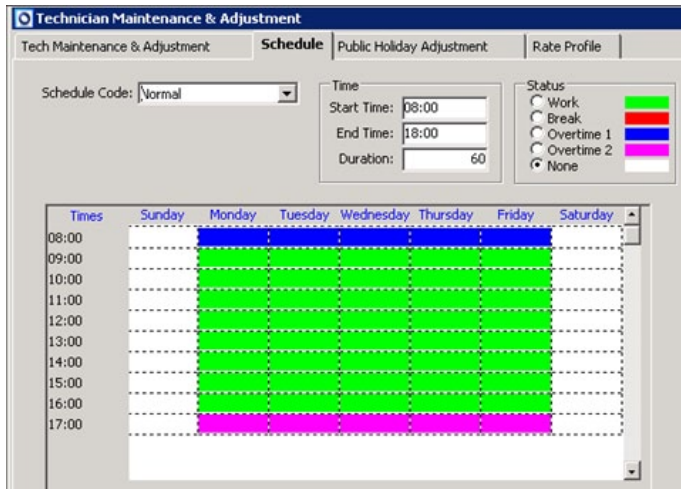
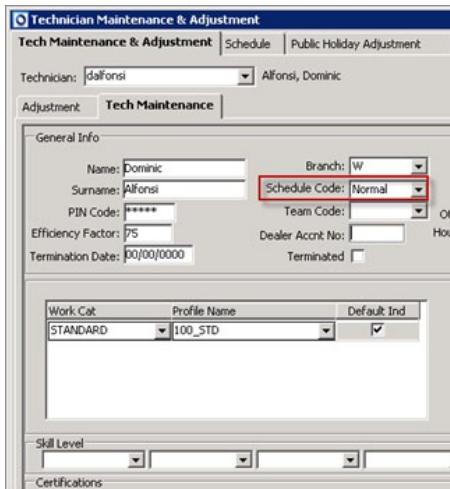
In Technician Maintenance, each technician has an Efficiency Factor specified. A technician's Efficiency Factor is a percentage value that determines what productivity this technician rates compared to a fully qualified mechanic.

This update may be useful for displaying the available hours for apprentices or part time employees, using the same service schedule.

Implementing the efficiency factor will give service advisors a detailed and accurate view of how many available hours they have to book out services.

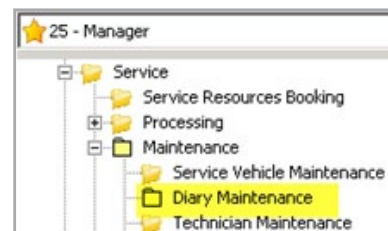
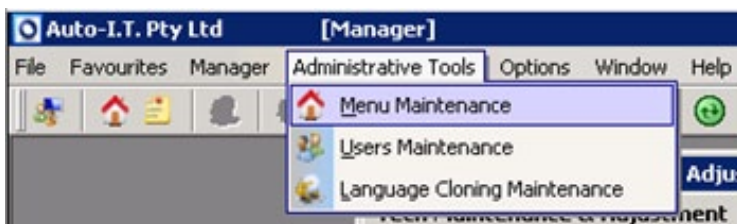
For example, if you have an apprentice who may take 2.5 hours to complete a job that a fully qualified mechanic would take 2.0 hours, you may want to specify the apprentice's Efficiency Factor as 75%.

Once fully implemented, UNITS® will look at the Schedule Code for your technician; determine the available hours that are attached to the service schedule and then account for the efficiency factor to determine the technician's "saleable" hours.

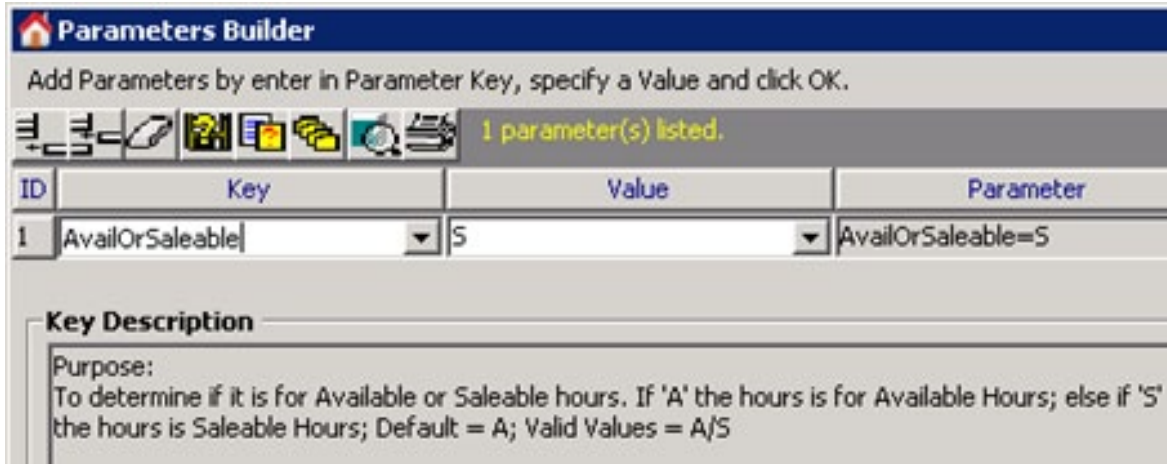


So using this principal, if the total available hours against a technician is 8.00 hours, and their Efficiency Factor is 75%, the technician's saleable hours would be considered to be 6.00 hours.

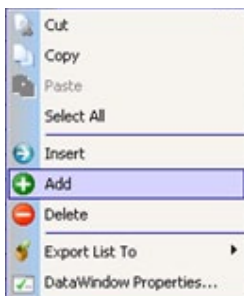
To put this into effect on your system, you will need to open Menu Maintenance in UNITS® and add the Menu Parameter AvailOrSaleable = S to Workshop Diary Maintenance (usually found on relevant menus in Service > Maintenance > Diary Maintenance).



*Continued overleaf*



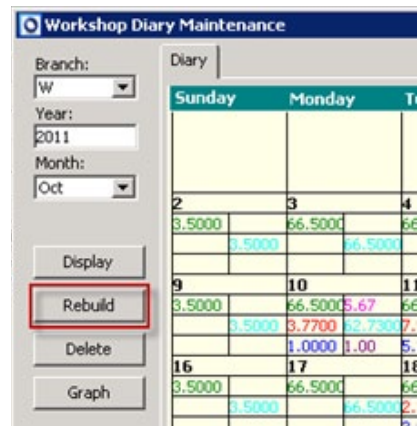
Audit_id	23,425	00/00/0000 00:00:00 AM
Auto Process TJ Vehicle Invoice		00/00/0000 00:00:00 AMN
Automatic Archive Documents		00/00/0000 00:00:00 AMN
AvailOrSaleable		00/00/0000 00:00:00 AMS
BATCH	13,857	00/00/0000 00:00:00 AM
BMW Default Job Advisor		00/00/0000 00:00:00 AMHOANGO
BMW Default Job Codes		00/00/0000 00:00:00 AMPartskit_2764ACMSE_276



Add also to System Configuration Maintenance (Usually found at System Maintenance > Utilities > Syconfig Maintenance)

*Please Note: this may need to be updated by your System Administrator.*

The final step is to do a rebuild in Diary Maintenance. Select the relevant Branch, Year and Month, then click the "Rebuild" button.



## Missing Out?

If you haven't received one or more of the following important communications recently, we urge you to take 3 minutes to update your details with us. [Update your contact details here.](#)

- Newsletters
- Factory Interface Bulletins
- Patch Notifications
- Support Bulletins
- Invitations to Auto-IT Events

END