



Delivering planned continuous evolution  
and improvement for Automotive and  
Equipment Dealerships.

## What is Dealer Spectrum?

Dealer Spectrum® is a set of seven recurring steps that, aligned with your Dealer Management System, invoke a process of planned continuous evolution and improvement – delivering managed and measurable improvements to your dealership through the alignment of processes to system functionality.

### The People/Process Equation

Businesses need people, but you can't focus on people until you fix processes. Even good people will struggle to perform without effective processes. A modern, growing business demands that software drives agreed business processes.

### The Benefits

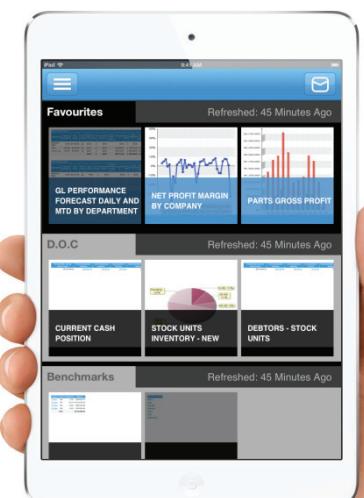
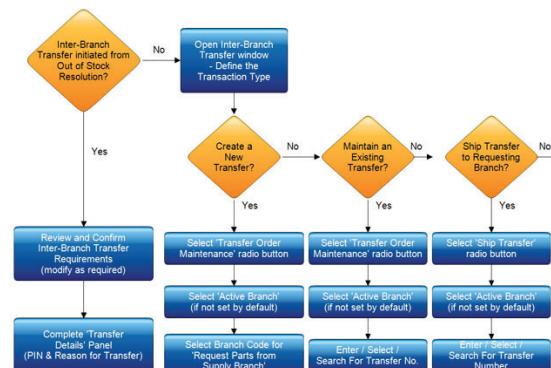
1. Reduced manual tasks
2. Improved efficiency
3. Increased profitability
4. Increased levels of internal control
5. Reduced risk of internal fraud

### Cutting-Edge Dealer Software

The right DMS solution provides a framework to assist people to conform to processes, providing benchmarks and regular measurements against KPIs. It provides meaningful management reports that help the business stay profitable and grow. If the DMS does not conform to uniform business processes, fully embraced by the management team, its value is greatly diminished.

### Continuous Evolution & Improvement

<b>People</b>	Supported by management
<b>Process</b>	Adhered to by committed staff
<b>Training</b>	Proactive, affordable, easy to obtain
<b>Software</b>	Continually improving in line with World's Best Practice, supported by software partner
<b>Measure</b>	Warnings to stakeholders of breaches
<b>Retrain</b>	Rebuild and extend Process Maps



# The 7 Steps of Dealer Spectrum

## Flowcharts and Process Maps

Dealer Spectrum® creates a customised set of documentation that aligns dealership processes and DMS activities with World's Best Practice. This is done for each of the dealership's nominated franchises.

## Discovery Aligns Best Practice to Processes

Dealer Spectrum® provides on-site consulting to review current business processes for over 40 key processes in Parts, Service, Vehicles/Wholegoods, Showroom and Administration.

## Task Register for Immediate & On-going Action

Dealer Spectrum® consultants provide a detailed task register of action items required for dealers before they can align to best practice. These are proactively followed up to ensure ideal outcomes.

## Operational Manuals for Key Processes

Detailed manuals are provided and periodically updated after processes are achieved. They incorporate all build, patch and factory interface changes that may impact any of the processes.

## Re-Training on Key Processes

Dealer Spectrum® provides training as required to ensure that staff are adequately skilled in the processes that have been agreed to by key dealer stakeholders.

## KPI and Exception Reporting

Dealer Spectrum® consultants benchmark the change and improvements monthly following the adoption of the program using intuitive and compelling dashboard style reporting.

## Push Reports for Accountability, Prevention of Fraud and Reward for Good Practice

Once agreement of the key processes for the dealership have been obtained, Dealer Spectrum® staff provide push reports that are automatically generated when a process has been broken, or achieved successfully for reward. Fraudulent and Data Quality reports are also generated to ensure dealership staff are always accountable.

## Is it for Me?



Dealer Spectrum is founded upon a strict regime of process-driven analysis and carefully tailored tasks, specifically designed to improve the efficiency and profitability of each participating department .

In order to benefit from Dealer Spectrum, your business must meet a number of requirements.

- You must be an existing Auto-IT customer, proficient in the use of the UNITS® or EQUIP® Dealer Management System software.
- You need to have been using either software solution for a minimum period of 6 months.
- It's important that you have an appreciation of the value of process-driven functions and be willing to commit to the program for a minimum period of 6 months. A top-down approach to the support of Dealer Spectrum and the processes and practices it advocates is critical to the success of the program.

## Ongoing Support

The ongoing support component of Dealer Spectrum is central to its success. Dealer Spectrum provides ongoing support to customers through a series of comprehensive processes that ensure the best chance of long-term sustained growth and operational efficiency.

## More Information

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