

# iFISH TECHNOLOGIES

*Spirit to Serve*



CALL: +92-300-735 2596

## iBusiness Flex

A ERP with Automation

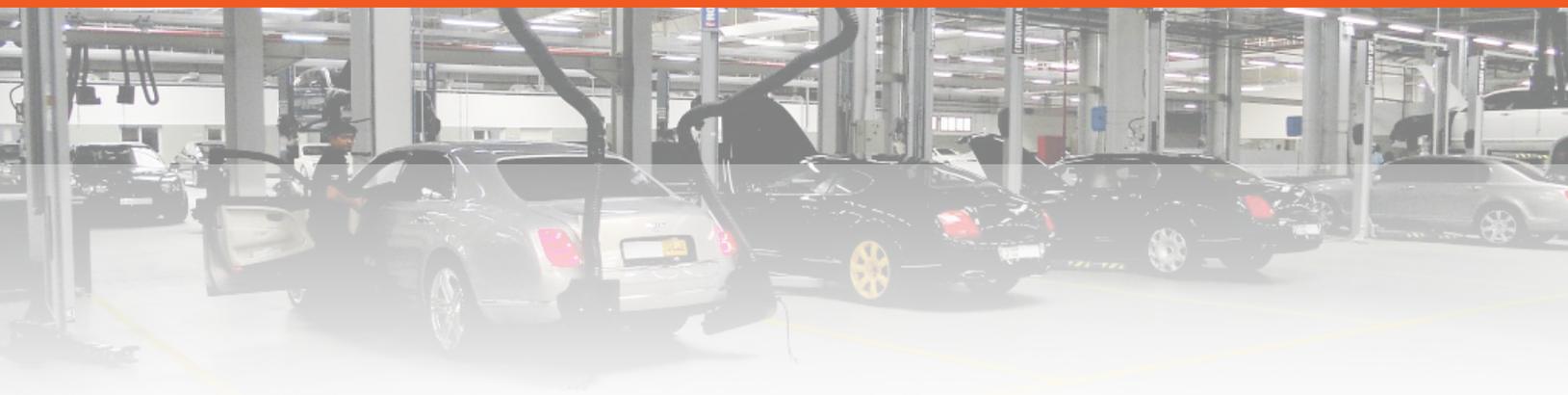
Complete Real-Time **3S** Auto  
Dealership Management Solution



# iBusiness Flex

## Turning Dealership Challenges into Quality and Success

The iBusiness Flex 3S Dealership Management System Our unique combination of smarter technology and robust functionality with true partnership...



Dealership challenges are most complex throughout the world. The dealers recognize that those who deliver the highest level of services are the most successful.

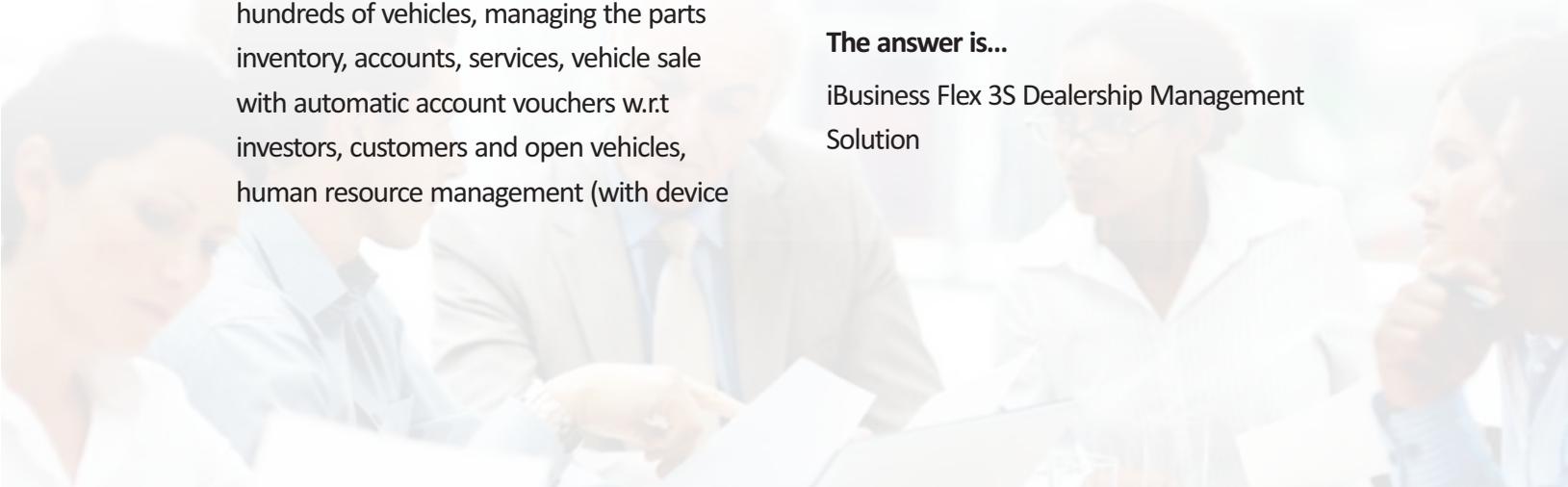
### **What does that mean for you?**

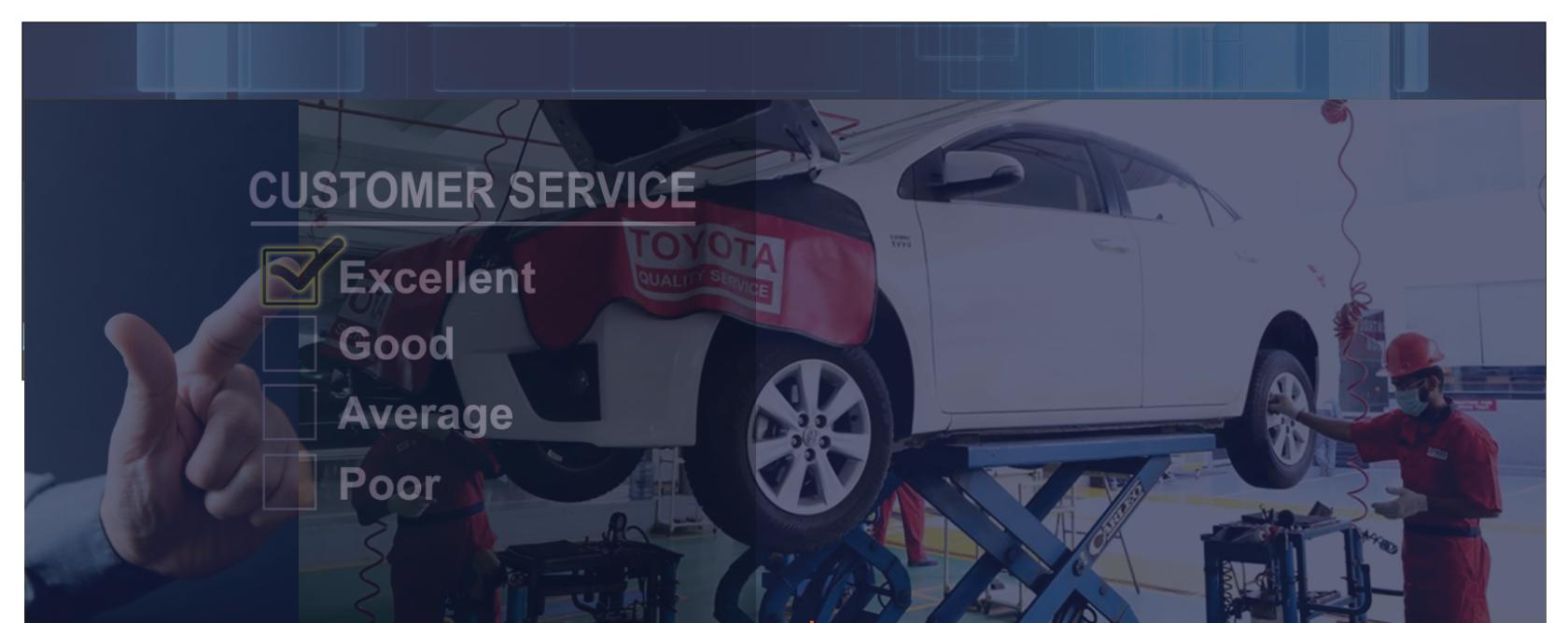
As your dealership takes on the daily challenges of providing exceptional customer service, selling and servicing hundreds of vehicles, managing the parts inventory, accounts, services, vehicle sale with automatic account vouchers w.r.t investors, customers and open vehicles, human resource management (with device

based attendance, create automatic salary of 300 employees in 2 hours), customer relationship includes best implementation of MRS recommended by INDUS MOTORS, JPCB, body&paint stock tracking, document management system to track your bank cheques, important invoices and documents and many more it's time to consider a real time, paper less, integrated solution tailored to meet your business needs.

### **The answer is...**

iBusiness Flex 3S Dealership Management Solution





## CUSTOMER SERVICE

- Excellent
- Good
- Average
- Poor

## iBusiness Flex Benefits, Business Improvement and Solid Results

iBusiness Flex is designed to provide measurable benefit to all departments of your organization.

> **Improved customer service and satisfaction**

Vehicles are tracked throughout the service process. Vehicle In/Out are completely automated, can save on average 30 minutes per vehicle, reducing customer waiting time.

> **Operational efficiencies**

iBusiness Flex's automated reporting allow to track of several key performance indicators include bay utilization, vehicle services, customer relation, key parts and dealership productivity.

> **Streamlined human resources**

handling a large size of vehicles mean many dealerships have heavy personnel costs associated with their team of dealership. iBusiness Flex point out the staff training needs, allowing for the realization of operational efficiencies.

> **Reduced total cost of operations**

iBusiness Flex reporting and analytics give you metrics on productivity, overall efficiency and utilization that allow more accurate estimating, optimization of resources and worker's performance analysis.

> **Scalability**

the modular architecture of iBusiness Flex including the ability to add new components and features, means the solution can scale and grow rapidly with your business on demand.

# iBusiness Flex

## Introducing iBusiness Flex The Complete Real - Time 3S Auto Dealership Management System

iBusiness Flex DMS connects your most important, complex and frequently used dealership management functions through the industry's most capable technology and progressive support philosophy. From sales to services, accounting and more it gives you the efficiency of real time integration. Our DMS model provides a true relational database, minimizing duplicate entries and paper free work with less human effort and time.

At iBusiness Flex, we are building the future of DMS. It is the high quality, low cost solution today's dealers are looking for. iBusiness Flex DMS provides robust functionality, real time data you need without costly upgrades and helping you to keep your profits.

Whether you are a single and multi-point dealer, iBusiness Flex DMS offers full featured integration

for every department. In addition, you can have the freedom to choose the vendors that best work for your business. While, our DMS is full featured we also have additional offerings to support the unique needs of your business. Our software suit is designed to reduce management time and cost. That means delivering a comprehensive system for franchised dealerships.

iBusiness Flex's process analytics and key performance indicators are all displayed in a user friendly format for your management and operational teams. iBusiness Flex understands that each service centre is unique. For this reason, iBusiness Flex DMS is designed to be as modular as possible, allowing you to pick and choose the functionality that makes the most sense to your facility.

### iBusiness Flex core features are...

- > **Easy replacement of existing system**  
eases the transitions from a manual system to an automated facility, allowing your operations team to take full advantage of the system from the first day
- > **An alert management system that let you know immediately**  
if the maintenance of the vehicle and appointments are pending, daily account closing, daily discounts and credit invoices
- > **A flexible, customizable reporting**  
provides detailed knowledge based reports for making decisions. This includes profit and loss report, customer related report, services report, KP, KPI, MSI reports and other more than 150 reports.
- > **Services Management Module**  
for the maintenance of vehicle which include repair order, vehicle management, estimates, companies, EDR, Bay management, job progress sheet and operations management.

> **Spare Parts Management Module**

for the management of inventory of parts which include Locations, Categories, Purchase Orders, Purchase Invoices, Purchase Returns, Vendors, Customers, Sale Orders, Sale Invoices, Sale Returns, Racks, Warehouse management at any level, Service Requisition Management, Stock with supportive and decision making reports that present the State of whole parts inventory.

> **Sales Management Module**

manage the vehicle booking, investors, stock, delivery status, warranty books, payments with installments, Customer Thumbnail and Photo Recording, Automatic PDS request, Variants and Color management, Check List for each Vehicle, Fast Searching with different parameters, Sales Explorer and dispatching status with supportive reports that save the time and cost of sale team with automatic sale payment entries that managing 56 Cases of vehicle sale.

> **CR Management Module**

manages the appointments, complaints, inquiry about sale, part and services, NVS and PSFU (Post Service Follow-up)

> **HR Management Module**

Manage the employee's records, salaries; leave management departments and loan management with Installments.

> **Financial Control System**

manage the Chart of Accounts at N-Level, Voucher Entries, automatic voucher posting from service, parts and sale departments, get real time Balance Sheet, Trial Balance, Profit and Loss report of department wise, Bulk Credit bill, Recovery management with aging, Ro verification for market Bills, Sales tax management at federal Level as Well as Provisional Level also management of Finance at abstract Level and many other reports as well

> **Recovery Module**

manages the recovery from customers with receivable aging, invoice wise and customer Wise. That saves the time of recovery Department team.

> **Body & Paint Module**

manages the body and paint purchases, its consumable to Repair orders, Real time Stock of Paint, Normal loss and abnormal loss management according to each body and Paint RO.

> **Attendance Module with ZK devices**

Records the attendance of every employee using Thumbnail and face. Manages Daily, weekly attendance report Department wise, Leave approval from management, Shift management, Public holidays management, Overtime Approval management and that will help you in automatic salary calculations.

> **Document Management Module**

used to manage the every dealership documents as scanned copy that will used later for fast Searching and evidence. Manages User Group and access right to Document. This enhance a complete paperless environment

> **Job Process Control Board**

used to show the live RO status to customer and management according to Appointments. It Shows Live Progress of Ro on Screen, Show the Live Bay, Show which Technician is Busy or Free. Job Progress Controller efficiency becomes 100%.

> **Customer Management**

Manages log with Customers, Customer Management with integrated accounts for credit/advances, task Reports (print and portable to MS Excel format), Promotion management via SMS and Membership Management for Gold/Silver or any other.

> **Vendors Management**

Manages of vendors according to different products, Manage the Credit and Advances to vendors and also manage vendors according to categories and their types

> **User Activity Log Modules**

Manages User Wise log report, Voucher wise log report, Date Wise log Report and Time Wise log report

> **SMS Module**

Manages Different SMS Template management, Monthly, weekly and daily SMS Management, SMS to customer on new RO, Finalized RO, MRS SMS notification to the customer, Congratulation SMS on new Vehicle purchasing, SMS Configuration and SMS Reports

> **Android App for Bay Control in Workshop**

Manages Automatic show tasks to Bay Supervisor, Express Maintenance Easy Management, Job Start and Finish time automatically, Show the pending Tasks, Show the alert if job is taking extra time and Show the completed Job List

> **MRS**

Follow up Customer on basis of MRS criteria, FFS and Service Reminder options, 25 Graphs embedded with exportable features, MRS staff Performance Reports as per MRS supervisor Decisions and Complete KPI reports.

> **Sales Activity Control Board:**

Show the current achievement of sale person at HD LCD, Show the target of every sale person according to Variant, Show the yearly reports of sale activities, Manage the Nenkei, Targets, Forecast and Variants and Template based management of data can be changed anytime according to future needs

> **Admin/Users Module**

Configuration Settings, Users Management, User Rights Management, Role Management, Encrypted Passwords and Accounts Settings for Automation

> **iBusiness Flex is comprised of two key components:**

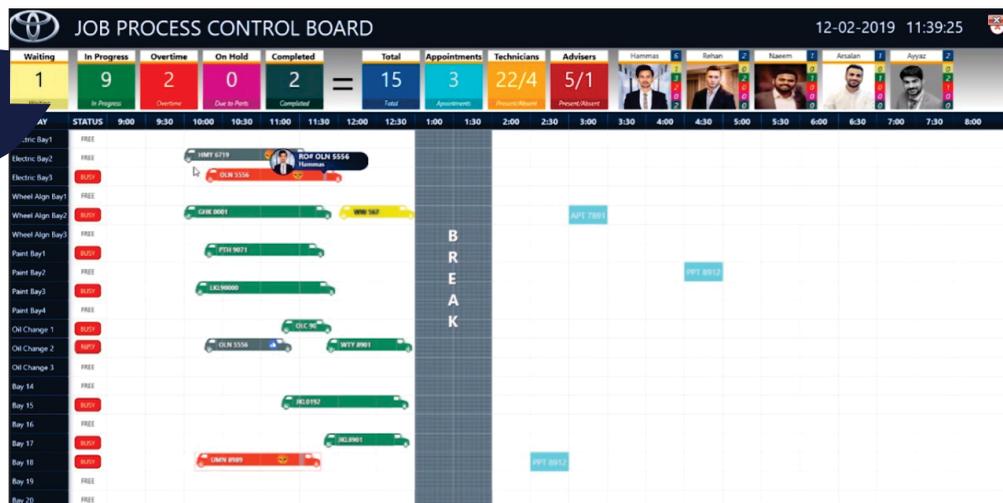
Automatic, service oriented architecture with WCF and WPF technologies. iBusiness Flex analytics, reporting and decision Support modules. iBusiness Flex's extremely scalable, modular architecture means it can grow and adapt according to your need and Requirement Change our time

# Few Clicks of Applications

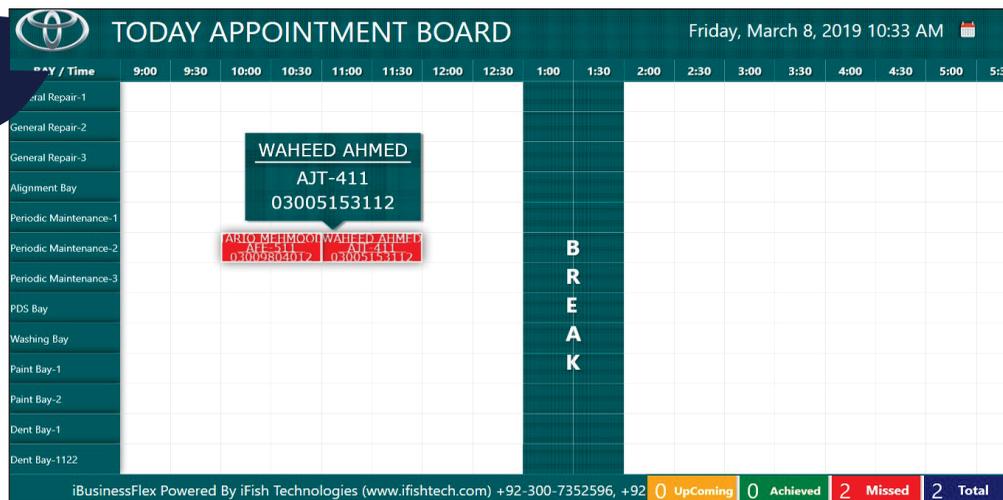
## Parts Dashboards



## Job Process Control Board



## Today Appointment Board



# Few Clicks of Applications

## Repair Order Form

The screenshot shows a comprehensive repair order form. At the top, it includes fields for Customer (HAMID RAZA), Mobile No (999999999), Insurance Company (TPL DIRECT INSURANCE LIMITED), and various dates like Receiving Date (15/07/2020) and Start Date (15/07/2020). The form is divided into sections for Vehicle Details (Registration # AQF-171, Engine # Q064361, Model ALTIS 1.6, Year 2020, Mileage 5562, Color SILVER), Repair Order # (124298), and Technical Advisor (Zubair Mehmood). Below these are sections for Operations, Parts Requisition, and Parts And Lubs, each with a table for tracking items. The bottom right corner shows a summary of costs: Labour (2800.00), Parts (0.00), and a Grand Total of 2823.00.

## Repair Order Bill

The screenshot displays a formal repair order bill from TOYOTA GT MOTORS, Islamabad. It features the Toyota and Daihatsu logos and provides contact information for the vendor. The bill is dated Wednesday, July 15, 2020, and is identified as a GENERAL SALES TAX INVOICE/BILL with R. O/Invoice No # 124298. The Customer Detail section lists HAMID RAZA at HOUSE # 11, LANE 12 SECTOR B. The Vehicle Details section specifies a TOYOTA ALTIS 1.6 with engine number Q064361 and mileage 5562 km. The bill also includes a table for Labour and Work Performed, and a section for Payment Terms (Credit) and Bill/Cash Memo No.

## Service MSI Report

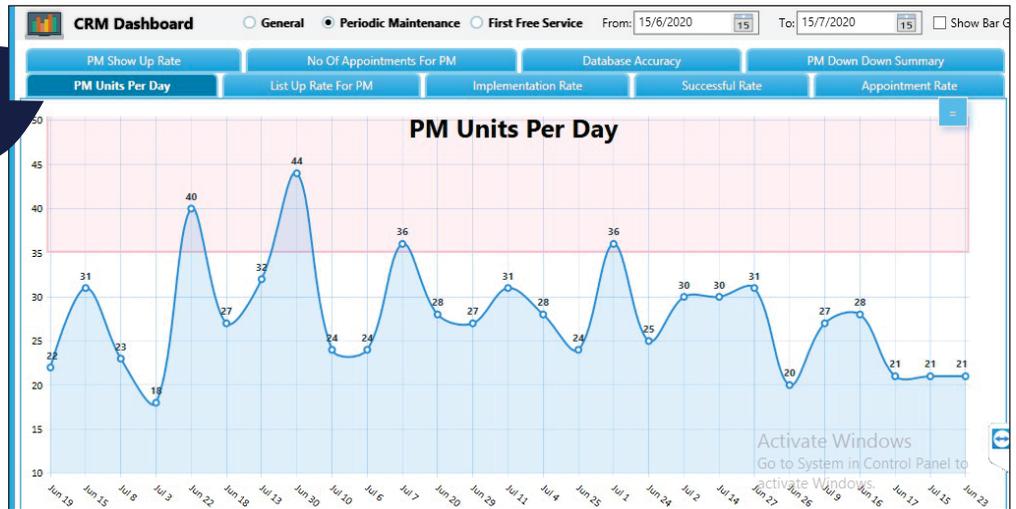
The screenshot shows a detailed Service MSI Report. It features a 'Key Performance Indicators/Major Service Indicators' table with columns for various metrics like 'All Toyota vehicles except SBW' and 'Toyota - SBW Only'. The report includes a 'Performance' section with a grid of data points, a 'Number of Days' section, and a 'Summary TOYOTA-DAIHATSU-CUSTOMERS VEHICLES' table. The bottom right corner contains a 'STAFF DETAILS' table and a 'General Information' section.

## Services Reports

The screenshot displays a dashboard for Services Reports. It is organized into three main categories: Repair Order Reports, Financial Reports, and a central list of report types. Under Repair Order Reports, there are options like Estimate Order Report, Internal Report empty, Report By RO Type (FES, PDS...), Repair Orders Report, View Repair Order, Technical Report, Average Vehicle Mileage Per Year, Report By Type (FIR, Non FIR...), Repair Orders Against Campaign, and Report By Type (PM, GR, RR). The Financial Reports section includes Daily Activity Report, Service Receivables Aging Report, RO Not Paid Report, Insurance Receivables Aging Report, Service Receivables Report, Monthly Data (Staff), Monthly Data (Expenses), Service Expense Report, Advisor Commission Report, Sublets Profit Report, and Service Sales Breakup. A central list of report types includes Category Report, Customer Retentions Report, Feedback Report, Customer Visit Report, Technical Report, Technician Progress Report, Warranty Parts Report, Customer Database Report, Maintenance Follow up Report, Pending RO Report, MSI Report, Short MSI Report, PM Detail Report, Daily Post Service Report, Service Rate And R-O Fill, Active Customer Report, Dormant Customer Report, Customer Statistics Report, Monthly Bays Data Report, CPUS Report With Additional Heads, and Service Sales Breakup.

# Few Clicks of Applications

## MRS Graphs



## Spare Parts Reports

**iBusinessFlex-TCM** - Welcome, Power

Accounts Spare Services Body&Paint Reports Sales CRM HRM DMS Admin Teller CEO Recovery

**Spare Parts Reports**

Purchase Reports	Sale Reports	Financial and KPI Reports	Stock and Warehouse
Purchase Orders	Cash Sale Service	Customer Report	Inventory Report
Purchase Invoices	Counter Sale	Spares By Location Report	Key Part Sale Report
Payable Purchase Invoices	Credit Sale Service	KPI Report	Loss Sale Data
Purchase Returns	Jobber Sale	Logs Report	MAD Calculations
Vendor Report By Parts	Oil Sale Report By Year	Profitability Report	Part History Report
Purchase Order Report	Oil Sale Monthly Report	Receivables Aging Report	Parts Receivables Report
IMC vs Open Market	Sale Orders	Payable Aging Report	Parts Aging
Sale Purchase (Gross Profit)	Sale Invoices	Parts Payables Report	Parts Expense Report
	Sale Summary Report	SMR Report	RO Fill Rate Report
	Sale Invoices Not Paid	Sale Invoices By Sold Quantity	RO Fill Rate By Parts Report
			Dead Stock Report
			Profitability Report By FIFO
			Inventory Report By Sorting
			DSC Report (A1, A2, A3, A4)
			Low Inventory Report
			Statistics Of Warehouse
			Parts Sale By Repair Order
			Parts Stock Report
			Item Reserved Stock Report
			Spares By MAD Report

## Finance Control System

**iBusinessFlex-TCM** - Welcome, Power

Accounts Spare Services Body&Paint Reports Sales CRM HRM DMS Admin Teller CEO Recovery

**Chart Of Accounts**

- ASSETS
  - CURRENT ASSETS
  - NON CURRENT ASSETS
- LIABILITIES
  - CURRENT LIABILITIES
  - ADVANCE TO TMC A/C
- REVENUE/INCOME
  - REVENUE (SALES)
  - REVENUE (SERVICES)
  - REVENUE (PARTS)
- EXPENSES
  - COST OF SALES
  - SALES DEPARTMENT EXPENSE
  - SERVICES DEPARTMENT EXPENSE
  - PARTS DEPARTMENT EXPENSE
  - ADMIN DEPARTMENT EXPENSE
  - CAPITAL/EQUITY

**Chart Of Accounts\ASSETS\CURRENT ASSETS**

Account Code	Account Title	Account Type	Opening Balance	Opening Date	Updated Date	Delete	Edit	Ledger
210000	Purchases of Parts	Debit	0	25/10/2019 5:39 PM	25/10/2019 5:39 PM	X	✓	✓
230000	Store Purchases	Debit	0	25/10/2019 5:41 PM	25/10/2019 5:41 PM	X	✓	✓
110000	TRADE RECEIVABLE A/C	Debit	0	19/11/2019 2:32 PM	19/11/2019 2:32 PM	X	✓	✓
125000	TCM EX-EMPLOYEES A/C	Debit	0	20/11/2019 5:41 PM	20/11/2019 5:41 PM	X	✓	✓
220000	PURCHASES (SALES)	Debit	0	02/12/2019 5:01 PM	02/12/2019 5:01 PM	X	✓	✓
10010001	TOTAL RECEIVABLES	Debit	0	08/12/2018 5:21 PM	08/12/2018 5:21 PM	X	✓	✓
10010002	STAFF ADVANCES AND LOAN	Debit	0	08/12/2018 5:42 PM	08/12/2018 5:42 PM	X	✓	✓
10010003	ADVANCE INCOME TAX	Debit	0	08/12/2018 6:45 PM	08/12/2018 6:45 PM	X	✓	✓
10010004	TOTAL INVENTORY	Debit	0	08/12/2018 10:53 PM	08/12/2018 10:53 PM	X	✓	✓
10010005	CASH AND BANK BALANCES	Debit	0	08/12/2018 10:58 PM	08/12/2018 10:58 PM	X	✓	✓
10010006	STAFF ADVANCES FOR TRAININGS	Debit	0	08/12/2018 11:11 PM	08/12/2018 11:11 PM	X	✓	✓
10010007	PREPAID EXPENSES	Debit	0	09/12/2018 5:23 PM	09/12/2018 5:23 PM	X	✓	✓
200000	PURCHASES (SERVICE)	Debit	0	22/05/2019 10:24 AM	22/05/2019 10:24 AM	X	✓	✓

# iBusiness Flex

## Empowering Your Dealership for Today...and Tomorrow

Many businesses are so concerned with solving an immediate problem that they have no time to plan for the future. Our philosophy is that “What we do today also needs to help you tomorrow.” We’ve created a solid, repeatable methodology with our “DBM Approach” - a three-prong system of Design, Build and Manage.

### ■ Design

Manages the appointments, complaints, inquiry about sale, part and services, NVS, MRS and PSFU(Post Service Follow-up)

### ■ Build

Once there is agreement on project plan, iFish Technologies conducts an extensive facility survey, analysis to document physical characteristics, restrictions and determine your optimal system layout. We interview end users to ensure understanding of system processes and operations. Our implementation specialists then install the system, following industry best practice standards to ensure it will perform at peak level from first day.

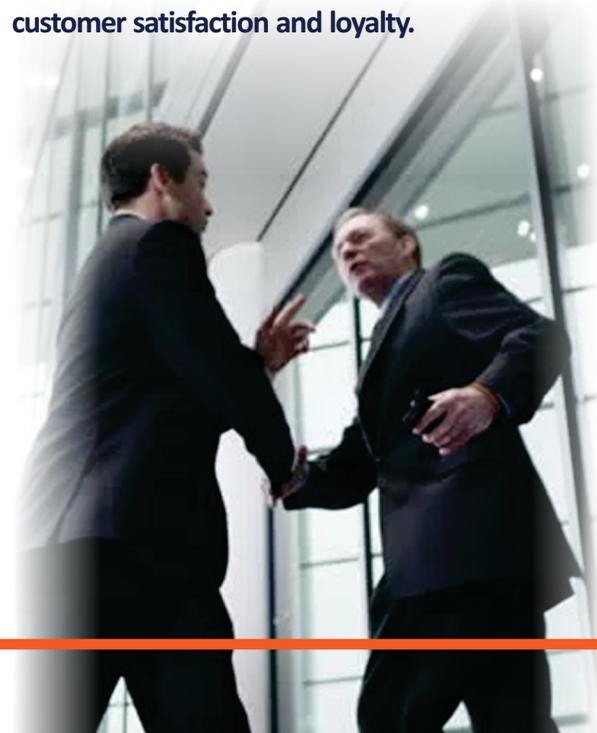
### ■ Manage

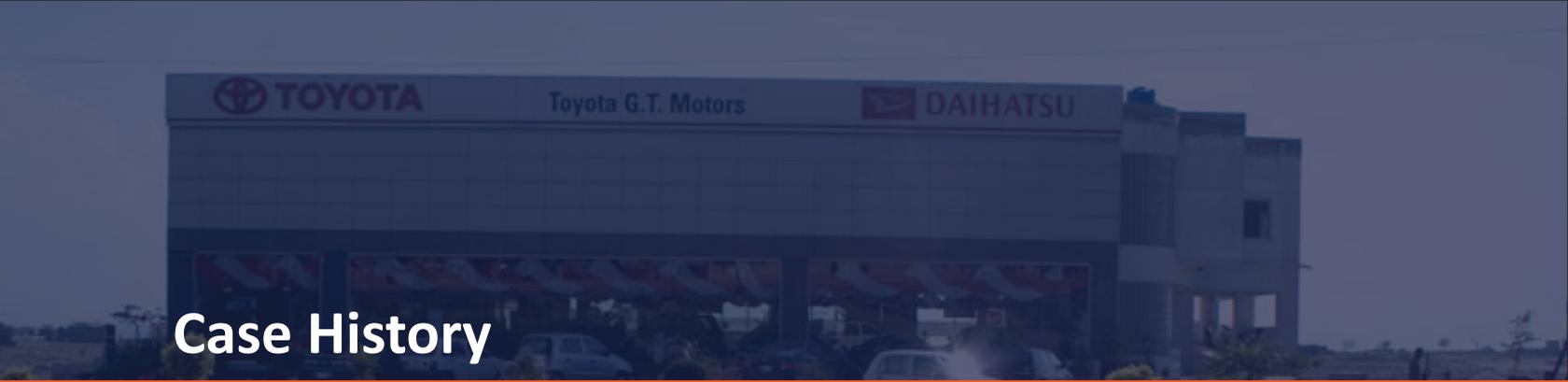
With iFish Technologies, you have a true partner. We provide on-going system maintenance and support throughout the life of the solution. As your business needs change and evolve, we walk you through how to include additional features and functionality. You would be thanks to iBusiness Flex DMS modular architecture for easy analytics and reporting capabilities.

### A partnership that works

iFish Technologies is not a vendor, but a developer and a provider of best software – we are complete system integrator. That enables us to offer you the best solution for you unique needs and business goals.

A relatively mature company in a cutting-edge technology field, iFish Technologies has a track record of successful implementations at leading organizations throughout the world. Our experience includes asset tracking, oversees job portal, automobiles, medical and many more. It allows us to develop solutions and processes that provide measurable business process improvement. This means iBusiness Flex DMS enables auto dealerships to experience a quantum leap forward in operational efficiency, process improvement, revenue recognition, vehicle throughput and-most important- customer satisfaction and loyalty.





# Case History

## > **Toyota GT Motors, Islamabad, Pakistan**

A professionally oriented and viable dealership delivering growth for all. Toyota GT Motors is the sole dealership of Indus Motor Company Ltd Karachi (Manufacturers of Toyota & Daihatsu vehicles in Pakistan). Toyota GT Motors deals in comprehensive 3S concept which comprises of Sales, Service and Spare Parts of the complete range of Toyota & Daihatsu vehicles.

## > **Challenges**

Toyota GT motors were using the manual system and they were facing lots of issues. The records were duplicated, require lot of human effort and time to manage the whole process, searching of record that was not an easy and quick process, almost impossible to recover the records in case of any damage, information at spot was not updated, major reports need at least 5 to 7 days for completion, customer follow up was out of job, maintenance reminder and appointments management was not easy. Very hard to record the productivity.

## > **The Solution**

Toyota GT motors selected the iBusiness Flex DMS from iFish Technologies. iFish Technologies partnered with the Toyota GT motors management team to design, develop and implement the system in order to address its critical business issues.

## > **The Results**

Since its implementation of iBusiness Flex DMS, Toyota GT motors has realized significant operational process improvement and business benefits, including:

- Return on investment achieved in 160 days
- Saved average 30 min per mechanic for every serviced vehicle
- Major reports generated on the spot

### **Our Valued Clients**

- Toyota GT Motors, Islamabad, Pakistan
- Toyota DG Khan Motors, DG Khan, Pakistan
- Toyota Sargodha Motors, Sargodha, Pakistan
- Toyota Zargoan Motors, Quetta, Pakistan
- Toyota Azad Motors, Mir Pur, Azad Kashmir, Pakistan
- Toyota City Motors, Multan, Pakistan
- Toyota Abbot Motors, Abbotabad, Pakistan
- Toyota HN Motors, Sheikhpura, Pakistan
- Toyota Gujrat Motors, Gujrat, Pakistan

### **Make Sure Your Dealership Benefits**

Discover how your dealership can benefit from iBusiness Flex Dealership Management System. Start driving your dealership to excellence and success by calling us today.

# iFISH TECHNOLOGIES

*Spirit to Serve*



## iBusiness Flex

Complete Real-Time 3S Auto Dealership Management Solution

### iFISH TECHNOLOGIES

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