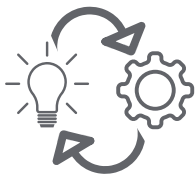




## Get to the next Level of yor Digital Future with **incadea's Workshop Resource Management**



Digital



Effective



Customer-Centric



Structured



Flexible



Integrated

Incadea Workshop Resource Management is an ecosystem of practical add-ons, tools, and functionalities precisely designed and integrated into one to satisfy all tasks related to resource management as an organization, scheduling, and dispatching workshop resources. Incadea workshop planning process is, from day one, designed as workflow driven. Each part of the service process operates with explicitly created and integrated tools to streamline workshop operations and speed up the business. The final solution provides efficient and effective planning of dealers' resources with one aim to utilize workshop resources the most.

incadea presents a modern approach to technology, empowering OEMs, importers and dealerships accelerate business productivity and user experience.

Let's build great customer experiences together.



## Your benefits for Resource Management :

- All resource details are managed from a central card, including grouping by type, skill, or qualifications. It makes workshop organization customizable, straightforward, and efficient.
- The flexible options in setting dealer calendars and managing resource absences guarantee accurate resource capacity calculation for workshop planning considering the needs of small, middle, and big dealer and dealer groups.
- From day one, Resource management is used for other incadea.dms add-ons and functions such as Online Appointment Booking API, Web Service Planner, Time Control, and Human Resources (HR). Maintaining the same data in different applications is unnecessary because all parts build one solution, making work much more manageable for dealers.

# Key Parts of Workshop Resource Management



## Online Appointment

incadea's OAB API provides seamless integration between OEM, dealer, or 3rd party online booking systems and incadea.dms Workshop Resource Management.



## Reception & Handover Handling

"Status Board – My Next Service Appointment" provides a straightforward and effective way of managing service receptions and handovers in one graphical overview.



## Mobility Vehicles & Machines Booking

Web Service Planner is a central part to schedule and dispatch service jobs, including operational support for booking mobility vehicles, accessories (rooftops, bikes, racks...), and machines (wheel alignment station,...).



## Resource Management

Resource Management effectively organizes and utilizes workshop resources. It ensures that workshop resources are allocated for planning and scheduling to cover dealer daily tasks.



## Customer is Waiting Chart

The high number of waiters (customers that wait until their vehicle is ready) puts much pressure on the dealer organization, especially during marketing service campaigns or tire seasons. incadea.dms offers control over the optimal number of waiters in the workshop during peak hours.



## Scheduling & Dispatching

Web Service Planner (WSP) is a central part to schedule and dispatch service jobs. WSP is a web-based screen fully integrated with incadea.dms supports a two-step planning process of scheduling on teams or qualifications (skills), and dispatching on resources.

## 5 whys for incadea's Workshop Resource Capacity Management

- 01 All in** › Get full incadea.dms functionality, tools, and frameworks with complete Workshop Resource Management on top of it.
- 02 Add-Ons integration** › Maintaining the same data in different applications or add-ons is unnecessary because all parts build one solution, making work much more manageable for dealers.
- 03 Two-Step planning process** › Web Service Planner (WSP) supports a two-step planning process, scheduling teams and dispatching resources. It smoothly handles the operations of small, middle, and big dealers.
- 04 Resource Management** › Effectively organize and utilize workshop resources such as persons, machines (including tools and accessories), and mobility vehicles. It ensures that workshop resources are allocated for planning and scheduling to cover dealer daily tasks.
- 05 Real-Time** › Real-time information about work-in-progress ensures constant planning control to proactively avoid potential delays and scheduling issues and enable users to take corrective actions quickly.

Take the next Step.

For more information, please visit incadea's website

[www.incadea.com](http://www.incadea.com) or contact incadea at [info@incadea.com](mailto:info@incadea.com)

incadea provides complete and integrated solutions that meet dealerships' needs now and into the future. incadea wants their customers to be empowered by the most flexible solutions in the industry, ready for whatever business challenges lie ahead.