

Unique Award Winning Software

extending the ability of the DMS into the workshop

As well as the features you may already have on your DMS such as Resource Management, Vehicle Health Check and Parts Stock Inventory, Progress WorkshopPro™ adds extra value to your workshop, saving time, effort, money andagro!

For example, do your Service Advisors often have problems in gathering information to answer customer enquiries? Would it not be easier if every job detail was recorded on screen, in front of them, so that they need not leave the Service Desk?

Do your Workshop Controllers ever lose job cards or have difficulties prioritising work effectively?

Do your Technicians spend ages waiting for spare parts, getting repair notification reports to the Service Advisors and receiving customer authorisation to get on with the job?

If any of these scenarios sound familiar – Progress WorkshopPro™ can solve your problems, deliver you extra profit and a happier working environment for your staff...



Success speaks for itself

read some customer testimonials

'I would recommend the system to any dealers who are looking to improve organisation and communication in their department, and ultimately increase their bottom line through additional sales. We'd be lost without it when it comes to dealing with customers, as it gives us transparency across our workshop and means anyone can find out exactly what has been communicated to and from our customers.' - Mark Fieldwick, JCB Medway

'We are very pleased with the WorkshopPro system that we have in place and have extended it recently to offer 'Service While You Fly' – an online booking facility which allows our customers to book their cars in for a service while they are away. We worked closely with Progress to launch this service. We find them flexible and enjoyable to work with – always coming up with the results we need.' - Joe Dawson Berry, BMW Heathrow

'Progress is the only software that gives full control over the workshop. It helps to meet promised deadlines, ensures that nothing gets forgotten and gives an overview of pending jobs. This all increases customer satisfaction. Further, it helps achieve our labour sales target by finding and selling extra work, and helps with after sales opportunities. Progress has become an essential part of our process that we can't do without. It is the world's best workshop tracking/dealer management system!' - Andreas Schaefer Behbehani, Motors Company



'We selected WorkshopPro because we consider it to be the best Aftersales software available. We were also impressed that Progress were able to understand our business needs, and their software was flexible enough to fit our processes and broad enough to cover all areas of the department.' - Graham Fulton, Peter Vardy Ltd



Features and benefits

More Sales, More Profit, More Often!



DMS Integration - Integrates with any Dealer Management System, meaning no double entry of data and easy flow of process management. Also works as a standalone system.



Electronic T-Card - Your manual job card is replaced with an easy to use, browser-based graphical electronic T-card, where each job can be assigned to the workshop efficiently and clocked against your resource schedule.



Up selling triggers - With features such as Creation of Automatic Repair Estimates and Tyre Wear Reports, various triggers can be set to realise new up selling opportunities.



Parts Manager - Process management of incoming parts stock and improved communication with the parts department lead to less parts stock wastage and less delay for technicians waiting to finish jobs.



Job event logging - Each event within the vehicle repair process is logged for future reference so that management can communicate effectively with customers around specific issues, pull off reports on efficiency and potential problem areas.



Workshop Scheduling - Incorporates full diary and appointment scheduling, which allows all members of the service department and reception to accurately assess resources and optimise bookings by repair type.



Improved Customer Communication - Message Centre offers 2-way digital communication with customers and internally - managing expectations and improving satisfaction. A full log of all communication, including recorded voice, can easily be found on one screen.



Post Visit Follow Ups - All the data attached to each vehicle visit is recorded for future analysis and reporting. Automatic triggers and reports can be ordered for follow ups and deferred up selling opportunities.



Management Reporting - Offers a highly detailed and flexible reporting suite with full key performance indicators (KPIs) and multisite benching tools. Mobile access for managers on the move.

Now with eServiceManager™

- Online Booking
- Express Check-in, Check-out
- CustomerLounge™
- Post visit surveys

