



# DEALER MANAGEMENT SYSTEM



# INTRODUCTION

To you who have been in the automotive dealer business for any amount of time, who have heard about many of the complaints regarding existing dealer management systems along with their providers: ancient technology, rigid contracts, high cost, ... To you who may even have experienced these issues: hope is not lost! The challenges faced by your company stand a real chance of being fixed now that you are reading this. This is not another partner's pamphlet promising you the moon. This is a documentation sharing *be one solutions* expertise through its own solution, be one DMS, developed to answer the needs of some of the largest Automotive group in the world. You will learn how to take your journey throughout digital transformation with cost saving, sharp, and intuitive technology powered by SAP solutions; and why *be one solutions* should be by your side through it all.

be one DMS was initially developed for subsidiaries of our customer Mitsubishi Fuso Truck & Bus Corporation. While we were reaching the end of a very successful global SAP rollout, we realized there was a gap due to a lack of effective, existing DMS solutions able to fully integrate with SAP Business One. Thus, we started to design a lean yet complete DMS solution, while keeping in mind the best practices of the automotive industry. Our wide knowledge of manufacturing, web-development and awareness to customer needs, coming from over a decade of experience providing a boutique approach to consulting, beyond the simple integration of SAP solutions, allowed us to create be one DMS.

be one DMS will let you tackle the challenges met in your industry. It will make collaboration between dealers and distributors effective and easy! This solution will not only integrate fully with SAP Business One, and soon with SAP S/4HANA; it will allow you to see your business clearly with business intelligence, analytics and reporting. be one DMS will give you the opportunity to find an industry-specific solution for your expanding business, and will empower your people to make smart decisions faster.

When it comes to unique needs, *be one solutions* is the single global SAP partner you need.

# KEY CHALLENGES



## FACED BY DEALERS AND DISTRIBUTORS WITHOUT AN EFFICIENT DMS

### Inefficient Process

- Repetitive manual data entry (dealer orders, service requests, return requests, ...)
- Employees answer dealer queries via phone / e-mails
- Manual entries causing costly errors

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### Lack of Visibility

- Unable to proactively manage dealer forecast
- Customer warranty details not available
- Vehicle service history not easily available
- No visibility of Dealer network stock

### Nonexistent Reporting

- No combined stock availability
- No combined service history / solution knowledge base
- Lack of standard automotive industry reports



# WHAT GIVES LIFE TO OUR DEALER MANAGEMENT SYSTEM?

## Single point of truth between dealers and distributors

The integrated processes between distributors and dealers are possible through our solution platform. It discharges data onto both actors' ERP, allowing each solution to transfer information seamlessly. Full ERP functionalities are available for distributors and limited ones for dealers. This interaction allows our DMS to act as the single point of truth between dealers and distributors.

## be one DMS powered by SAP solutions

be one DMS is a SaaS cloud application. It's efficient, easy to use, easy to adapt and fully integrated with SAP Business One (integration with SAP S/4HANA in progress). It's a platform based solution which provides a customizable interface, scalable from simple to complex solutions, and from small to large enterprises. Its core functionalities cover all the basic needs of both dealers and distributors.

## DEALER

### Vehicle Order Management

- Vehicle Stock Inquiry
- Vehicle Order
- Track Order Status – Automated notifications available
- Delivery Confirmation
- Dealer Forecast
- End Customer Master Data
- Vehicle Master Data
- Pricing Condition
- Vehicle Return
- Vehicle Return Status – Automated Notifications available

### Part Order Management

- Parts Stock Inquiry
- Parts Order
- Track Order Status – Automated Notifications available
- Parts Return
- Track Return Status – Automated Notifications available

### Warranty

- End Customer Warranty Registration
- Registration Report
- Warranty Check
- Service Order
- Service History

### My Account

- Several languages available
- Change Password
- Change Personal Details

### Dashboard

- Wholesale Order Quantity
- Parts Order Quantity
- Vehicle Order Quantity
- Parts Order Amount
- Retail Sales By Model
- Vehicle Wholesale By Model
- Retail Sales Across 12 Months

### Uploads / Downloads of Material

### Authorization

- Authorization Groups
- User Management
- Email Alerts & Notifications
- Import functionalities

### Retail Sales

- Quotation
- Order confirmation
- Shipment / delivery
- Invoicing

## ADMINISTRATOR LOGIN

### Configuration

- Download Categories
- Download Manager
- Configurable Menu and Function Tiles

### Consolidated Reports

- Dealer Stock Reports

### Logs

### Warranty

- Update Warranty
- Summary Report
- Detail Report





# ROAD MAP 2021 -2022

## Integration to S/4 HANA

### Parts

- Management of Alternative Parts
- Stock Management of Parts
- Parts Catalogue

### Services

- End-Customer invoicing

## SAP Business One for Dealers

- Master Data Integration

### Administration & Reporting

- Additional language support (Japanese, Chinese, etc.)
- Dashboards Management
- Configurable Menu
- Screen Templates and Form Settings
- User Defined Tables/User Defined Fields alignment
- Additional Layout Printing Capabilities







## ABOUT THE GLOBAL SAP EXPERTS

*be one solutions* is a global SAP partner, specializing in successful worldwide blueprints, implementation and support. We focus on fruitful partnerships with large, multinational corporations who aim at deploying simple, yet powerful solutions for their small & medium sized subsidiaries. Over the past decade, we have gathered a vast experience on ERP system implementation and its rollout process on a global scale with a 2-Tier strategy or a 1-Tier one.

Our structure is global yet our team's insights are regional. **7** Indeed, our senior SAP consultants and developers are conveniently located on all continents.

Our Dealer Management System was developed alongside leaders in the automotive industry, following their best practices, and our multinational team of experts comes with an extensive knowledge of the automotive industry. This makes *be one solutions* the best choice as Dealer Management System provider and *be one DMS* the ideal solution for your specific needs.





# DMS

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