

Enhance Communications and Leverage the Benefits of a Complete Audit Trail with **ServiceCRM**

Do you want a better way to keep Work Orders moving, so you can get units back to customers as quickly as possible? ServiceCRM is an integrated customer communication solution designed to help dealership service teams increase their capacity and reduce Repair Event Cycle Times.



How ServiceCRM makes a difference:



All Your Service Communications, One Portal

Communicate directly with customers via text messaging, email and call logging in one place, without needing to switch between multiple systems.



Proactive Work Order Activity Tracking

Get visibility into all active and completed work via a feed, without needing to go into your DMS.



Automated Workflow Events

Remind advisors who and when they need to follow up with based on last contact date and other proprietary business rules.



Easy Internal Communication

Notify internal partners about key Work Order events and keep processes moving by assigning them tasks for parts, A/R and more.



Automated Communications to Customers

Trigger automated texts to customers based on job or Work Order status for consistent, reliable communication.



Better Visibility for Better Service

Provide visibility into all customer communications and statuses, while maintaining an audit trail permanently attached to each customer's profile.

"I am loving ServiceCRM. It makes follow-ups way easier."



Steve Rondeau
Service Manager at Pleasureland Brainerd Budget Lot



360-Degree Service Efficiency

Maximize your service department's output while eliminating errors.

Speed up task management, parts requests, and approvals by connecting **ServiceCRM** to **IDS Service Mobile** and **IDS Parts Request**.

By connecting these tools into one robust service ecosystem, you can give your team the ability to access their service workflow anywhere there is a cellular or Wi-Fi connection.

Ready to learn more about how ServiceCRM can help
reduce your repair event cycle time?

Call us at 800.769.7425 or email at sales@ids-astra.com



a Constellation Software Company

Fuel your dealership and drive forward

www.ids-astra.com | 1-800-769-7425