



Mitchell1[®] ManagerEnterprise

Impact Features

Key Feature	Detail	Area of Impact		
		Gross Profit	Customer Count	Average W/O \$
Location Hierarchy	Allows stores to view and share contacts and inventory within geographic areas. Will result in fewer lost sales and increased customer service.	✓	✓	✓
Service Package Authoring	Allows for consistent Service description across all locations, uniform pricing, and includes all possible add-ons.	✓		✓
Tire Lookup	Fast, easy tire lookup by size, type, manufacturer, and price.	✓	✓	✓
Master List and Tire Grid	Easy price changes and full line lookup.	✓		
Outside Parts Purchases	Easy tracking for outside purchases and complete history information.	✓		
Inventory	Integrated perpetual inventory allows for easy tracking and reordering.	✓	✓	✓
Parts Margin Configuration Tool	Preset the Gross Profit Margin desired by Service Category with unlimited cut points within the category. Average users report parts margin improvements of 3-5%, and the people who use it consistently are up 7-8% on parts margin. <u>This feature by itself will more than pay for the cost of the software!</u>	✓		✓
Maintenance Plans Service Intervals Plus	By being able to author your own Maintenance Plans and access the OEM Service Intervals, you will benefit from increased Customer Count, Gross Profit, and...	✓	✓	✓

(Cont.)

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Shop Management Solutions

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(Cont.) Maintenance Plans Service Intervals Plus	...Average Work Order value. Once the plan is assigned to the vehicle, you remind the customer based on this plan, review all required services at any time, and sell more maintenance-based services during the repair order write-up process.	✓	✓	✓
Deferred Work	There is not any software available anywhere that tracks deferred work with this much ease and accuracy. You will see more repeat business, better profit margins, and increased average work values by being able to instantly recall all previously identified repairs still required during and after the write-up process.	✓	✓	✓
Follow-Up & Reminders	360-degree Customer Contact follow-up and reminders make easy work of this important task. For those who are too busy, the head office can facilitate follow-ups or files can be transferred electronically to any third party vendor who can perform follow-up for you.	✓	✓	✓
Integrated Mitchell 1 Labor Guide	Allows for instant access to the Mitchell 1 Labor Guide, and can be set so the user cannot post the invoice until the time is looked up. This basically drives them to the Labor Guide, and the correct time with all additions and combinations.	✓		✓
Integrated E-Mail	E-mail is one of the most preferred methods of communication for many customers. This feature allows you to e-mail any Invoice, Work Order, Statement, Attachment, or Reminder to customers, and will aid in Customer Count and Average Work Order value.	✓		✓



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Integrated Electronic Parts Catalog	Allows for instant access to the Aftermarket Parts Catalog for fitment of parts. Reduces estimating time significantly, resulting in increased service writer productivity, improved technician productivity, improved sales, and increased gross profits.	✓	✓	✓
Online Parts Ordering and Availability	Allows for instant confirmation of availability of the parts from your suppliers and the correct buy price based on your buying arrangements with the supplier. This feature improves on the productivity, sales, and gross profits realized from the catalog alone.	✓	✓	✓
New Work Wizard	The user follows a proven process to pre-service a customer, having all pertinent information at their fingertips to discuss the maintenance of the customers vehicle. Results in big sales improvements for those who follow the process.	✓		✓
Dynamic Work Order and Analysis Margin Warnings	The ability to view your profit level on a job prior to providing the customer the estimate is the secret to consistent gross profit margins. Having the software warn you when you are below a margin threshold allows you to make corrections prior to final invoicing to ensure you don't lose money!	✓		
By-The-Job Style Invoices	Our friendly By-The-Job style invoices make it easy for the customer to understand what services were offered and the charges for each service. This increases the "trust" key buying factor and will lead to more loyal customers.		✓	

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Workflow Management	The workflow management of the Work in Progress allows for all users in the location to see the status of work instantly. Custom views further assist large facilities to keep all staff focused and more productive.	✓		✓
Customer-Specific Pricing	This feature will ensure that everyone receives specific pricing without having to remember to change it on the fly. This makes for consistent pricing and more satisfied customers.		✓	
Inventory Control	The Inventory Control, including Purchase Order replenishment, allows users to maximize inventory turns and decrease inventory levels.	✓		
Automatic Other Charges like Shop Supplies or Environmental Fees	You don't have to remember to add the "other charges" that apply to various orders or products. Shop Disposal, Environmental Supplies, and Tire Charges are handled automatically.	✓		✓
Core & Warranty Tracking	Automatically tracks Cores and Warranty Repairs to ensure all monies due the shop are recovered.	✓		
Real Time Information	All information is provided in real time, meaning information is current to the last invoice posted in your database.	✓		✓
Time & Attendance Tracking	For shops who really want to manage technician efficiency and productivity, full attendance and time tracking is provided using the integrated Time Clock.	✓		✓

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