



Mitchell1

Manager/ManagerPlus



Shop Management Solutions



Why Mitchell 1 Shop Management Solutions?

These days, part look-ups and ordering from an electronic catalog is a necessity. Mitchell 1 Manager puts the integration of more catalogs than anyone else at your fingertips. Write and estimate using your choice of integrated catalogs and be confident you are quoting the customer accurate pricing and be assured the parts are available. Prices, description and part numbers are automatically transferred to orders. ManagerPlus automatically generates and stores purchase orders for parts ordered electronically. An integrated approach to automotive shop productivity and administration, Mitchell 1 Manager and ManagerPlus helps your shop project a professional image, increase car count, increase revenue per RO, stay competitive, and maintain profitability. Manager and ManagerPlus also seamlessly integrate with Mitchell 1 OnDemand5.com to deliver Repair, TSB, maintenance, parts and labor information. Mitchell 1 has worked closely with its customers to incorporate productivity enhancing features designed to increase your shop's image and bottom line. Finish first with Mitchell 1.



Easy-to-Use

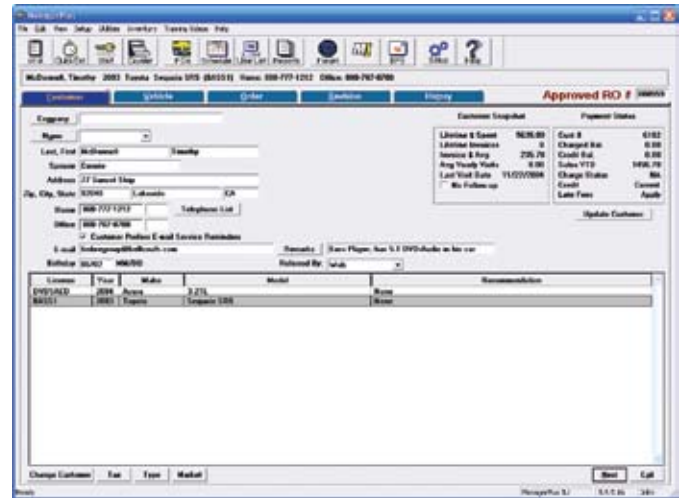
Manager provides quick and easy access to vital customer information – from payment status to your customers' birthdays. There's even a new Customer Loyalty Snapshot so you can instantly recognize your most valuable customers.

You're in control of your business with Manager. Profit-enhancing information such as recommendations, revisions, and customer history are always at your fingertips. With powerful tools like the Symptom Wizard™ and integrated maintenance schedules, service writers build accurate, reliable, and profitable estimates and repair orders.

Connect to your choice of the leading aftermarket parts catalogs for high-speed electronic parts sourcing and ordering.

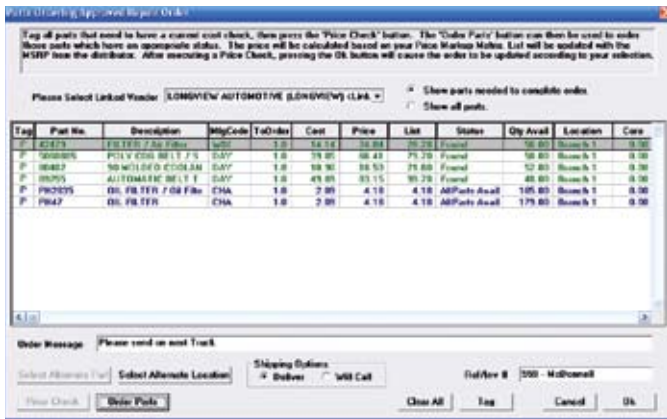
Maximize your strategy. With over 175 integrated reports, you'll have the information you need to be more profitable, efficient and professional.

Data Protection & Recovery significantly reduces the disaster recovery costs for your business with immediate return-on-investment. A built in disaster recovery solution stores your data in a secure location that is updated daily. Data recovery also includes Maximum Four Hour Business Day Recovery Response and Enhanced "Remote Control" Recovery Support.

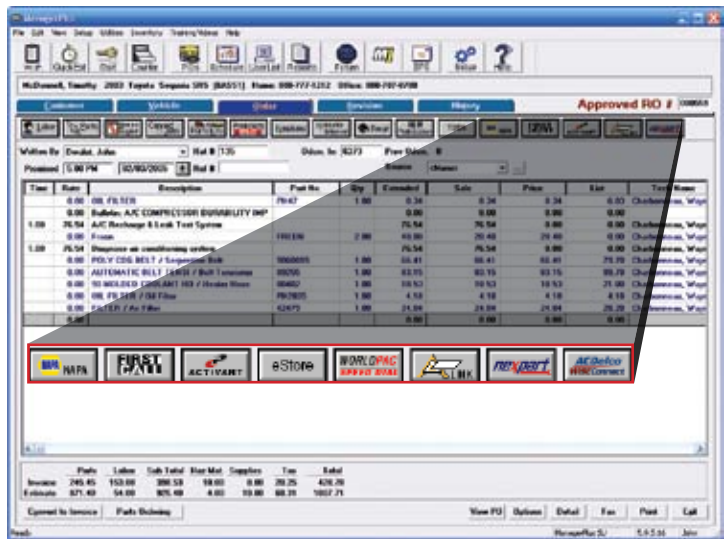


The customer screen displays detailed information including e-mail address, birthday, and the new Customer Loyalty Snapshot. Service writers can find customers by name, company, phone, VIN, license and more.





Teaming up with industry leaders enables easy price checks and parts ordering. The catalog and vendor you use are your choice.



On the order screen, vehicle recommendations, revisions and history are always visible. You have full access to Labor, Parts, Notes, Sublet, Promotions/Tire Packages, Symptom Wizard, Integrated Maintenance Schedules, Repair and TSB Information, OE Parts, Labor Times and, your choice of integrated electronic parts catalogs is just one click away.

Mitchell1 ManagerPlus

The Industry Standard

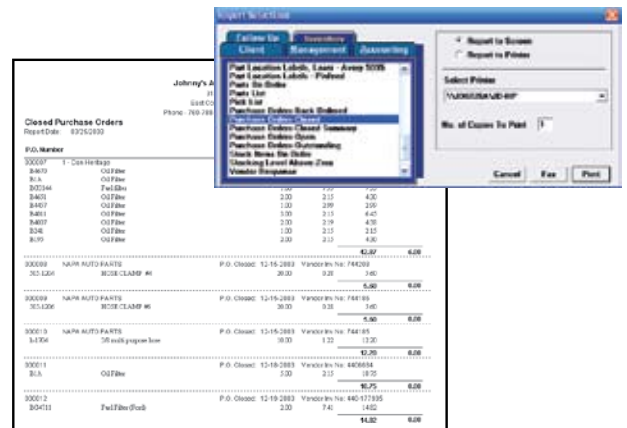
ManagerPlus includes all the features and benefits of Manager, with the addition of inventory control. Your database controls inventoried parts, automatic purchase order generation, historical trends and extensive reporting. With more than 45 inventory and purchasing reports, ManagerPlus gives you complete control of inventory tracking.

Price/Markup Matrix allows you to progressively scale your parts markup according to what you paid for each part. In other words, parts that cost less than a dollar are marked up at a much higher rate than parts that cost \$200.

Improvements are delivered with each new release. Recent enhancements include updates to 120 management reports, new end-of-day reporting by date range or by shift, and direct access to Mitchell 1's ManagementForum.



Inventory includes the tools you need to be and remain productive and competitive.



Control and analyze inventory with more than 45 inventory-specific reports.

Mitchell1 ManagementForum



Manager/ManagerPlus ManagementForum allows users and Mitchell 1 personnel to exchange tips and answer questions in real time.

Think you know all there is to know about the Mitchell 1 Manager and ManagerPlus software? We think you'll find answers to many of the problems you have been "dealing with" for many years but never asked anyone for help.

To complement and supplement Manager and ManagerPlus, Mitchell 1 created ManagementForum as a virtual community that actively engages with a broad cross-section of leading service and repair facility owners and technicians to identify, document and disseminate best practices in a Web-based environment. ManagementForum allows you to stay informed by posting questions on a particular topic, alerting you of new posts, and receiving e-mails whenever someone answers a question you've posted.



Mitchell1 CRM

- Target Market Promotions Access
- Service Recommendations
- Service Reminder Postcards
- Service Reminder E-mails
- Dedicated Marketing Support Center
- Priority Technical Support
- CRM Summary Reports

Mitchell1 eCRM

- Complete Integration with Management Software
- Return on Investment (ROI) Web Reporting
- Dedicated Marketing Support Center
- Custom E-mail Design
- Automated Extraction Service
- Unlimited E-mail Reminders

Mitchell1 ServiceIntelligence

- Save money by avoiding costly repairs
- Maintain your vehicle's resale value
- Improve your vehicle's gas mileage
- Avoid premature replacement of vehicle parts

System Requirements

Manager/ManagerPlus*

Intel® Pentium 4 Business Computer • 128 Megabytes (MB) Random Access Memory (RAM) • 3.5-inch diskette drive • CD-ROM Drive • 15-inch Super VGA color monitor, 1024 x 768 Resolution • 8 Gigabyte hard disk drive (Program requires 40 MB plus 15 MB per year) • **Microsoft® Windows XP, 2000 (SP2), NT (SP6), 98SE** • Microsoft compatible mouse • 1 Parallel port • LaserJet or InkJet • Internet Connection** • 64 MB USB Thumb Drive (for backups) • UPS (Uninterruptible Power Supply)

* The minimum configuration may not be compatible with future software releases.

**Internet connection required for optional electronic parts ordering.

To Order Call: **888.724.6742 ext.6313**
Locate Your Independent Sales Rep at:
Mitchell1.com

Mitchell1®
Shop Management Solutions