



Mitchell1
TeamWorks™

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TeamWorks™

Manager • Repair • Estimator

Why Mitchell 1 TeamWorks?

Mitchell 1 TeamWorks combines the features of Manager, Estimator and Repair to seamlessly integrate all parts of your shop. From the moment your customer walks in the door, TeamWorks allows your Service Advisor to look up customer and vehicle information, calculate time to diagnose, check TSBs and prepare an estimate. Parts advisors order and track parts from your favorite vendors. Techs pull up work requested with associated diagnostic and service information, and enter recommended service.

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Manager

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.

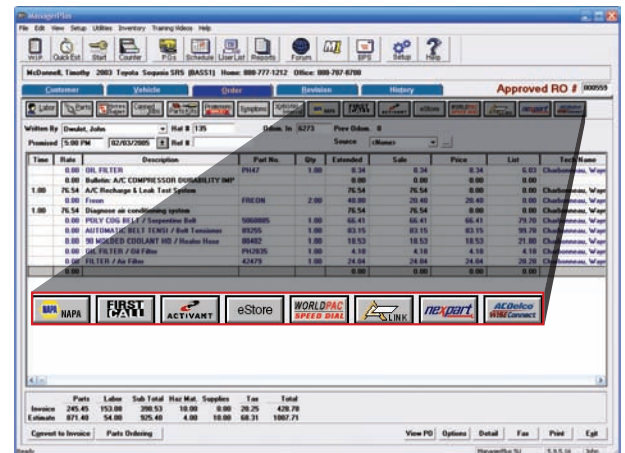
Customer Information - Manager provides quick and easy access to vital customer information - from payment status to your customers' birthdays. There's even a new Customer Loyalty Snapshot so you can instantly recognize your most valuable customers.

Profit Enhancing Information - 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.

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

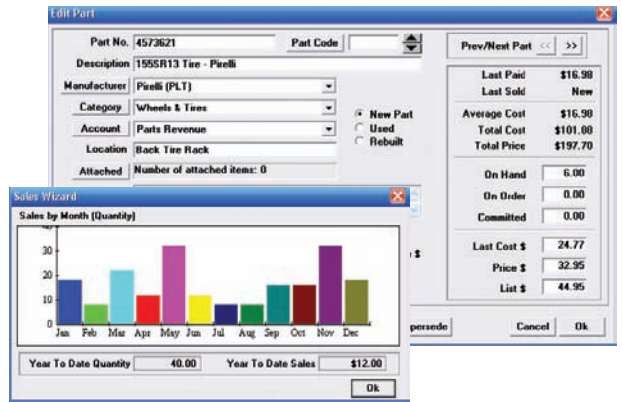
Integrated Reports - Maximize your strategy. With over 175 integrated reports, you'll have the information you need to be more profitable, efficient and professional.

TeamWorks Plus - Includes all the features and benefits of TeamWorks, with the addition of inventory control with ManagerPlus. 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.



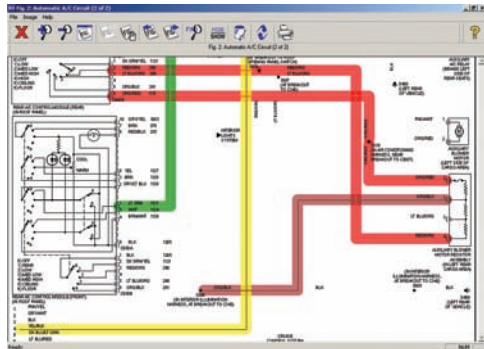
Price/Markup Matrix - Allows you to progressively scale your parts markup according to what you paid for each part. In other words, parts that cost less than a dollar are marked up at a much higher rate than parts that cost \$200.

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.



Mitchell 1 Repair

Google™ Search - New to Mitchell 1's OnDemand5.com, Google search finds what you're looking for faster and easier than ever before. Unlike other products, OnDemand5.com Google search goes beyond article titles to find answers within entire documents - even TSBs and User Tips. Core benefits for adding the most effective and trusted search tool/engine to OnDemand5.com are: The Google brand, the most trusted on the planet with over 2,700,000,000 searches a month • Intuitive, Familiar and Quick • Complete, able to find return results from the text within the body of the article, not just titles/headers • Superior relevancy returns.



Color Wiring Diagrams - Introduced to the automotive industry by Mitchell 1, SVG is the only system that includes full-color diagrams for every vehicle back to 1985. With SVG technology, the wiring diagrams retain their clarity when zooming and allow you to search for information easier by finding and highlighting the text of the repair articles based on specific keywords within the diagram.

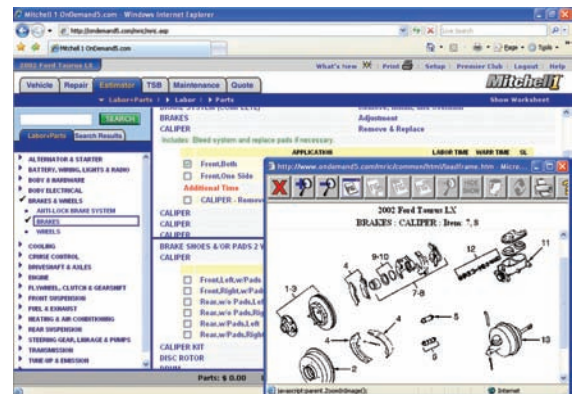
OnDemand Live™ - Integrating Mitchell 1's classic OEM information in context with real world information. OnDemand Live allows technicians to share and benefit from their collective experience increasing productivity and expertise by:

- Helping others by giving information back to the community.
- Avoiding costly mistakes that lead to lost time and money.
- Saving time with procedure shortcuts provided by other technicians.

Mitchell 1 Estimator

OEM Part Numbers & Prices and Labor Times - Mitchell 1 OnDemand5.com can help you build accurate estimates easily by giving you access to the most comprehensive parts and labor database in the industry including OEM Part Numbers & Prices; Accurate Labor Times for 1974-Current Model Year Domestic & Import Vehicle Models and OEM Parts Illustrations. OEM part numbers are included with detailed illustrations and manufacturer suggested retail prices.

OEM Scheduled Maintenance Services - OEM-specified services and due dates are presented in time and mileage intervals, as well as services based on dashboard indicator lights. For quick reference, the maintenance data includes fluid capacities that are broken out separately.



Take your business to the next level with Business Performance Services.

CRM

- Integrates seamlessly with Mitchell 1 Manager and ManagerPlus
- Maximize your scheduled maintenance business
- Automatically generates mailers
- Provides professional and customizable postcards/e-mail reminders
- Measures your Return On Investment (ROI) and response rates
- Dedicated Mitchell 1 marketing agents

eCRM

- This new program will help you increase service traffic through repeat business
- We'll design a complete program around your business
- eCRM is completely integrated with your management software, automatically pulling valuable customer information over a secure Internet service
- If you don't have any e-mails in your database it's no problem, Mitchell 1 will go obtain e-mails for your customers and include them in your marketing campaigns
- eCRM Management Reports provide a detailed view of how you're marketing program is working

ServiceIntelligence

- Provides Service Advisor a sales tool for clearly explaining the maintenance thought process
- Builds shop's credibility by providing an impartial tool that decides when maintenance should be done
- Provides a marketing tool that is handed to every customer
- Provides a tool for pre-scheduling business by automatically generating next appointment date for service
- Provides shop new profit opportunities by showing what services have never been performed on a vehicle

PerformanceCenter

- Daily E-mail Report of shop's Key Performance Indicators
- Remote access to advanced shop management reporting
- Monthly "Live" training class via the Internet
- Shop management software training modules available 7/24
- Mitchell 1 shop management software certification

Minimum System Requirements

Microsoft® Vista, Windows XP, Windows 2000 SP2, Windows NT 4.0 SP6, Windows ME, Windows 98 SE Microsoft Internet Explorer 6 • Pentium processor or higher 128 MB of RAM (256 MB recommended) • 15" monitor capable of SVGA (800 x 600) or higher resolution with 256 colors (1024 x 768 recommended) • Inkjet or Laser Printer • High-speed connection (DSL, Cable, or T1)

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


Shop Management Solutions