

Drive Owner Loyalty Through One Service Experience Platform



xtime spectrum™



The Power of One | AutoSync



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Multichannel Lifecycle Marketing

Opportunity Dashboard

Measure Marketing Performance

INVITE

94 More ROs per Month¹

Fuel Service Demand with Powerful, Multichannel Marketing

Reach customers throughout their lifecycle, recapture declined services, and build the revenue you need with Xtime Invite.

Xtime Invite brings service customers to your doors, with powerful demand generation tools that drive higher retention, higher revenue, and up to 94 additional repair orders per month.¹

- Powerful multichannel marketing tools
- Integrated scheduling and customer touchpoints
- Visualize and target unsold shop capacity
- Send service reminders, recapture lost souls and declined services, promote seasonal specials, and more
- Special order parts marketing
- Personalize communications with outbound BDC tools

Declined services account for over

74%

of ASRs. Xtime Invite builds personalized promotions from declined services in the customer record, so you can recapture revenue and fill your shop's capacity.

¹Data from all Xtime dealers between July 2021 and June 2022.



Online Scheduling

Express Multi-Media

Dealership Menus, Pricing & Scheduling

Shop Loading

SCHEDULE

15%
Increase in Retention¹

Increase Service Retention and Revenue

Launch a premium vehicle ownership experience with convenient service scheduling from anywhere, anytime, with Xtime Schedule.

Schedule sets the stage for a superior service appointment.

- Multichannel scheduling options
- Professional recommendations and pricing
- Powerful shop management, scheduling controls, and video capture
- Integrations with recalls, declined services, promotions, loaner management, and much much more

Dealers using Xtime Schedule to set up service appointments see up to

30x
return on investment¹

¹Data from all Xtime dealers between July 2021 and June 2022.



ENGAGE



\$17
Lift per RO¹

Exceed Expectations in the Service Lane

Deliver a modern service lane experience with Xtime Engage.



Payment

Self
Check-In

Texting

Intelligent
Diagnostics

Performance
Measurement

Walk-Around

Xtime Engage gives your Service Advisors the flexibility to delight every customer with a simple and satisfying service lane experience.

Consistent mobile check-in and checkout

Instant access to history, service recommendations and more

Engagement tools, including texting, status boards, self check-in, and more

Intelligent Diagnostics Integration, and Payment

Declined services presentation

Dealers using Xtime Engage to streamline their service lane experience see a

14%

increase in service retention¹

¹Data from all Xtime dealers between July 2021 and June 2022.



INSPECT

\$129
Boost per RO¹

Build Trust in your Service Team with Xtime Inspect

Transparent tools boost revenue, shop efficiency, and customer satisfaction.



Online
Approvals

Enhanced
Multi-Media

Service Tracker
Notifications

Performance
Measurement

Flexible Service
Financing

Xtime Inspect delivers reliable and transparent multi-point inspections from start to finish. These enhancements increase the efficiency of your shop and your staff while ensuring a more trustworthy customer experience and delivering up to \$129 more per repair order.

Built-in inspection processes with integrated customer approvals

Instant communication with dealership chat and media sharing drives fewer declined ASRs

Real-time parts inventory and pricing information

Centralized access to service history and past recommendations

Mobile access with enhanced multi-media for technician inspection

Intelligent Diagnostics integration

Approvals in as fast as

6 minutes

when dealers send video
with ASRs²

¹Data from all Xtime dealers between July 2021 and June 2022.

²Based on median approval time for dealers using Xtime Inspect and Enhanced Multi-Media, September 2022 to February 2023.

XTIME CLOUD

The Heart of Xtime Spectrum

A single integrated platform connects all Spectrum solutions for maximum efficiency and results.



Consistent experience through a single integrated platform with Xtime Cloud.

Platform benefits

- Consistent menu offerings and pricing throughout all service tools
- Seamless coordination of internal and external scheduling processes
- Centralized Customer 360° access to service history, recommendations, communication logs and more
- Comprehensive shop management across Xtime Spectrum products

Robust partner integrations

- Certified, bi-directional DMS integration
- Dealer Tire integration
- Bookable recall campaigns
- Unique OEM integrations (Telematics, Owner Portals and apps, branding, and more)
- AutoSync integrations (Dealertrack, vAuto & MotoCommerce)
- Telematics scheduling integration

Reporting and analytics

- Dashboards with visual analytics to identify key service trends and opportunities
- Comprehensive data to measure dealership and user performance
- Robust API access



PERFORMANCE MANAGEMENT

Xtime's Performance Management will assist you in achieving your fixed operations benchmarks and goals



Boost your fixed-ops productivity and profitability through meaningful, constructive and ongoing Performance Management.

Running an efficient, profitable service department doesn't just include having the right platforms, but also the right partners. When you choose Xtime, you also get paired with a dedicated performance manager to help you improve efficiency and realize results faster. Each performance manager is an industry expert and will help guide you in improving your fixed operations and Customer Service Index (CSI).

Get results faster.

Learn how to use all Xtime features and the latest program enhancements to maximize labor and parts sales. Apply best practices to reach full service department potential, including better show rates and increased profitability.

Reach your target audience and win more service customers.

Tailor Xtime products to enhance your brand and deliver a personalized service experience.

Access to training and webinars guaranteed to get you up and running quickly.



INVITE



SCHEDULE



ENGAGE



INSPECT

 **xtime**

Learn more at xtimecanada.com

(888) 365-6168