Drive Owner Loyalty Through One Service Experience Platform



extime spectrum















Grow Your Fixed-Ops Revenue

Retaining service customers you've built strong relationships with is the key to long-term profitability and reducing costs. Acquiring a new customer can cost up to five times more than retaining an existing customer, 1 so increasing retention by even a small amount can increase your profits exponentially.

Xtime Spectrum, the leading automotive service technology solution, empowers service teams to exceed customer expectations, maximize retention and fuel higher profits.



Trusted by

Dealers

OEM Endorsements

Dealer Consults per Month from the exclusive provider of Performance Management

extime spectrum









More ROs per Month²

Opportunity Dashboard

Lost Souls Recapture

Declined Services

Service Reminders

Timeslot Discounting

Performance Measurement

Text Marketing

Special Order Parts Marketing

Outbound Calling

15% Increase in Retention² Online Scheduling

Mobile Scheduling

Dealer Scheduling

Call Center Scheduling

Menu Pricing

Bookable Menus

Video Capture

ENGAGE

Lift per RO²



Tablet Reception Inspection Dashboard

Walk-Around

Menu Presentation

Tire Selling

Texting

Payment

Self Check-In

Intelligent Diagnostics

Dealership Chat Multipoint Inspection Mobile Media Capture Inspection Estimate Online Approvals Video Capture Service Status Tracking



Vehicle-Specific Maintenance Menus | Customizable Dealer Menus | Pricing Engine | Telematics Bi-Directional Dealer Management System (DMS) Integration | Original Equipment Manufacturer (OEM) Integration Multilingual Notifications (Email/Text) | Shop Management | Analytics | Reporting | Manufacturer Recall Integration



Fuel Service Demand with Powerful, Multichannel Marketing

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



Multichannel Lifecycle Marketing Opportunity Dashboard

Measure Marketing Performance

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

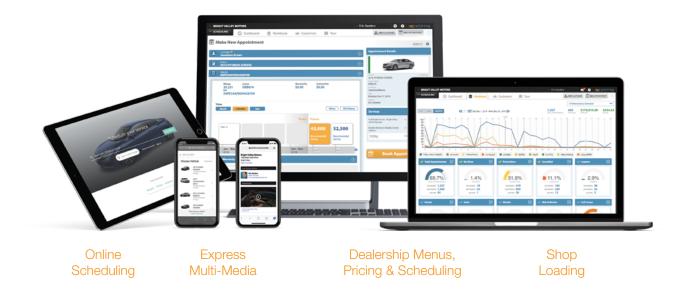
74%

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.



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

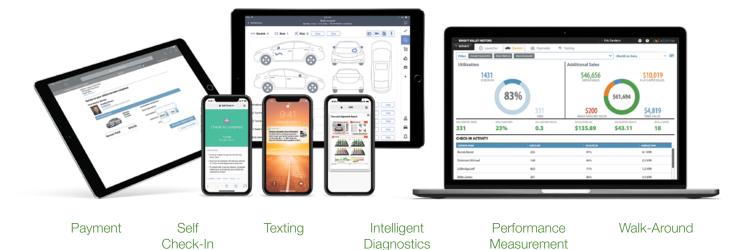
30 X

return on investment¹



Exceed Expectations in the Service Lane

Deliver a modern service lane experience with Xtime Engage.



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

1496

increase in service retention¹



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

minutes

when dealers send video

with ASRs²

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



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.













Learn more at xtimecanada.com (888) 365-6168