GEM-CAR®

GEM-BIKE™

GEM-FLEET

GEM-CAR™

Performance in Simplicity

A brief word from the president

When I was a student, up until college, I played AAA basketball. We always had a less athletic and less talented team from an individual standpoint. But we found a way to win! We were the division champions almost every year. And, when we went out on the road to New York, we always came back with a winning record. What was our secret? Our team worked hard, worked together and was extremely disciplined. We also had a coach who imposed his style of play on his opponents: he played a very slow and technical game against the stronger teams and a quick and devastating game against the weaker ones. From school to innovation …

Today, GEM-CAR is the result of the daily combined efforts of a motivated team of specialized repair shop management software developers inspired by the best coaches in the country. In short, GEM-CAR is a comprehensive tool that is easy to use and will grow with your company.

According to Darwin "It is not the strongest of the species that survives, nor the most intelligent that survives. It is the one that is most adaptable to change." Globalization and new technologies are radically transforming companies faster than ever. Is your shop equipped to deal with these rapid changes?

Get the tools you need to adapt to your new reality and test drive GEM-CAR.

Mathieu Brunel

Mathieu Brunel

Fortune 1000 ACOMBA

QuickBooks

Simply ACCOUNTING™

Training is a path to success.

"In addition to pioneering an annual conference to update our users on GEM-CAR's many technological advances, we are introducing the first training centre in Canada. Ensuring employees professional development is the best way to motivate the troops and best serve our customers in the long term." Mathieu Brunel, President of V2V Technologies

The aim of the project is to help repair shops implement the software and ensure that it continues to serve new employees and inspire existing teams to exceed expectations.

With several thousand users in Canada and the U.S., the need to create a training centre to augment our existing modes of instruction including online FAQ's, detailed training guide, instructional videos, online technical assistance and personalized in-shop training has been realized.

"As GEM-CAR designers, we want you to use our software to full advantage. Your success will be reflected throughout your community and will help make your dreams come true. I want to help make it happen." Mathieu Brunel, President of GEM-CAR

GEM-CAR®

GEM-UNIVERSITY Users register for courses on an E-Learning platform with instructional videos and practical exercises

Point of sale

Features of POS:

Rapid customer identification with integration of 411 to download information; rapid vehicle identification with integration of VIN decoder; estimate with colour code and visual reference to avoid pricing errors and verify inventory availability; printing of oil change decals; tool for calculating and quickly adjusting profit margin applied to the estimate; integration of ALLDATA; integration of over one hundred online parts and tire distributors; emailing of estimates; verbal authorization in accordance with Consumer Protection Act; management of receivables; text messaging and more

Advantages:

99% of functions are accessible in just one click with the point of sale interface; generates quick estimates and all transactions are instantly displayed at all workstations; improves overall efficiency at the counter in order to build good customer relations and targets individual needs in order to offer superlative customer service

Assets:

Saves management time; eliminates errors; improves customer retention; improves the profitability of each estimate; increases sales per customer.

ALLDATA® REPAIR

CARFAX®
VEHICLE HISTORY REPORTS

Features of the Punch Clock:

Electronic time sheet with punch (performance measurement and pay); communication system with technical advisors via internal memos; access to history without prices; management of accessories/ car options (reinitialization procedure, wheel locks); access to different repair guides; addition of shop parts/materials by technicians using a bar code reader directly integrated in the punch clock.

Advantages:

Simplifies management of parts: technicians scan the parts to be added to the work order; eliminates comings and goings between advisors and technicians through the use of internal memos; transforms the management philosophy: technicians are encouraged to help find ways of filling the bays by checking their agenda (empty or full), having access to their customer's history and preventive maintenance record; facilitates the compilation of performance statistics; promotes technicians' autonomy.
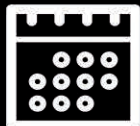
Assets:

Increases sales of shop material from 30% to 70%; increases average billable time from 10 to 15 minutes per work order, which generally represents $3000 to $5000 in labour sales per technician per year.

Electronic agenda

Management features of the agenda:

Colour-coded appointment status (indicates if customer is waiting, leaving their car, need courtesy car, etc.); work progress status with visual reference; management of bays/technicians; appointment confirmation by SMS or e-mail; time block for meals; additional blocks for holiday planning; appointment search and rescheduling; follow-up with customers whose appointments have not been confirmed.

Advantages:

Provides real-time scheduling adjustments for advisors and technicians; minimizes missed appointments; allows suitable schedule planning for technicians; ensures timely vehicle delivery.

Assets:

Maximizes planned work time to increase time charged; improves customer retention as a result of timely delivery; minimizes internal stress related to poor planning.

WORLDPAC®

Invoice History Features:

Search based on multiple criteria and posting of purchase order; cost per kilometre report for all vehicles; reprinting of invoice; management of warranties; detailed report investment in on the vehicle with each work order; use of previous invoice when drawing up a new estimate for a new customer.

Advantages:

Prints fleet management reports in just one click.

Assets:

Increases sales by using cost per kilometre reports to justify costly work to a customer; fills the shop during slowdowns by bringing in commercial fleets.

Inventory

Inventory Management Features:

Multiple sites; minimums and maximums; alternate parts; parts codes from various suppliers; management of codes for product lines and categories; management of nine selling price levels; inventory value report with transactions; bundle of discounts per customer; price matrix based on cost range per category/parts line codes; inventory value report at a given date; kit management, etc.

Advantages:

Eliminates inventory losses: lost or unbilled items; reduces inventory by using replacement parts or parts under different distributors.

Assets:

Ensures inventory turnover three to seven times a year and reduces the financial resources needed to cover inventory.

Tire Storage Features

Printing of tire labels; report containing details of stored tires with value for insurance; management of storage returns with note on bill; printing of legal notes regarding storage and characteristics of stored tires on the bill.

Advantages:

Fosters customer loyalty by offering a service that favours retention.

Assets:

Increases revenues by fostering loyalty of customers who will spend between $800 and $1200 per year.

Features of the procurement and suppliers:

Management of automated purchase orders for suggested purchases; printing of cheques with payment by various banks; list of unused products; report of visits according to type of vehicle; integration of over 100 distributors of parts and tires; management of returns and cores; new parts and warranties; selling price adjustment option based on change in cost price; management of payables.

Advantages:

Decreases inventory by establishing minimums and maximums based on reports of visits according to make and model; eliminates inventory shortages and poor inventory turnover; allows for management of returns and their credit; reduces order errors by using the VIN recorded on the vehicle data sheet.

Assets:

Lowers inventory costs; minimizes non-billable production stoppages due to inventory shortages and increases the company's liquidity: credit management and decrease in inventory.

GEM-CAR FOR **ACDelco**

Features of Reports and Statistics:

Over 100 reports presented with summary, colour graphics: technicians' performance, detailed reports on sales, purchases, inventory, tire storage, follow-up letters, statements of accounts, statements of earnings.
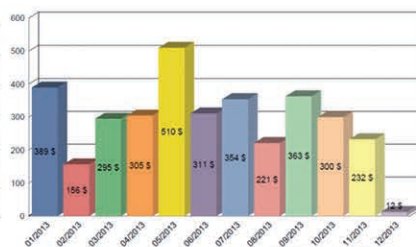
Advantages:

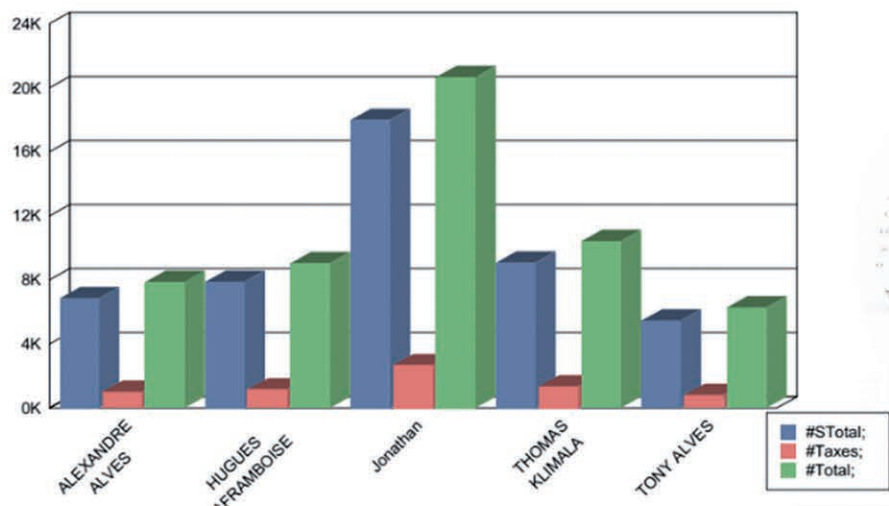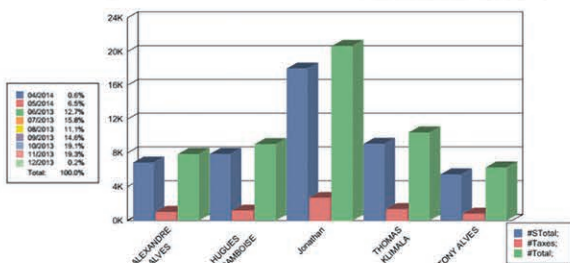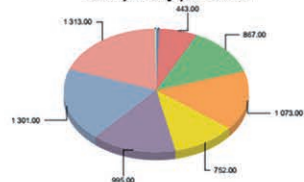Provides an analysis of all facets of the company in just one click.

Assets:

Ensures that the right decisions are made at the right time based on facts.

ACDelco: "The best shop management tool you'll ever buy!"

Management of Vehicle Glass Repair

Features of management of Glass Repair:

Management of claims with billing to the insurer; management of deductibles; insurance claims form; printing of bills in accordance with insurers specifications along with drawings of broken glass on bill; integration of online glass distributor sites.

Advantages:

Printing of bills in accordance with insurers requirements for rapid payment; search of repair history with note specifying the location of the break.

Assets:

Provides the shop with an additional source of revenue without a fixed infrastructure.

CARCARE BUSINESS

EPICOR.

Business Inspired™

Characteristics of the electronic signature block:

Implementation of an electronic pad for signing legal documents: estimated work order, goods receipt, verbal approval, lease and invoice. the signature is saved in GEM-CAR for a single use which is approved by the client or, the advisor.

Advantages:

Eliminates paper copies and reduces archive access time. To keep within the legal aspect in a prosecution. Allows you to reprint a document with the signature. gives an impression of a well organized and innovative business in the eyes of the customer. Ideal for shops that want to promote the environment or are members of a group such as «Green Key».

Assets:

Maximize the chances of winning in a prosecution. Reduce paper costs annually by $ 300 to $ 800

Used car sales

Characteristics of the used vehicle module:

Creation of inventory numbers; vehicle fleet inventory with purchase date and value; history of work done transferred from one customer to another; creation of work orders to upgrade the vehicle for purposes of resale and provide related costs; notes regarding warranties; glass repair sheet; sales contract appendix; addition of photo; management of related documents; management of deposits and exchanges.

Advantages:

Allows the shop owner to use slowdowns to repair and maintain vehicles for sale; provides an additional source of revenue.

Assets:

Builds a new clientele that will remain loyal in terms of mechanical maintenance services.

Features of Courtesy car and Tool Rental Module:

Car and equipment leasing contract by duration and/or distance and/or package with different views of the car in order to identify damage/scratches; leasing history, repair history.

Advantages:

Creates a professional and organized image of the rental industry, while ensuring the possibility of changing options in accordance with the contract; frees up space in the waiting area and provides the shop owner with a more flexible schedule.

Assets:

Offers legal protection in the event of an incident and allows the department to go from generating costs to generating profits.

Le Garagiste magazine: "A gem of a software program!"

Work order

Features of the work order:

Work order with legal disclaimer, VIN, vehicle accessories: wheel locks and note; work order model adapted for each sector (automobile technicians, trucks, tires); electronic signature option; archiving of all vehicle information; reservation of parts in stock; manual punching system or with integrated electronic time clock; printing of parts with codes.

Advantages:

Optimizes time to issue work orders: one click; eliminates search time for basic information; improves communication; provides printout of inspection sheets according to type of work (GEM-WORK).

Assets:

Provides appropriate legal protection in the event of a lawsuit or government audit; allows for accurate billing for parts and labour which results in an increase in sales from $2000 to $4000 per technician per year.

AUTOMOTIVE
RETAILERS ASSOCIATION
Driving Industry Excellence

WHI

System Features of GEM-WORK:

Work system based on inspection sheets developed by the top automotive specialists, and illustrated in colour.

Advantages:

Makes it possible to identify items requiring follow-up or repair; ensures consistency in terms of verifications and repairs and provides customers with a better understanding of the work, while allowing them to budget for upcoming expenses.

Assets:

Provides a sales/marketing support tool that complements the reminder system, ensuring that the shop is never short of work.

GEM-COM: SMS text messaging

Characteristics of text messages (SMS):

Communication module with customers via reminder letters; communication via e-mail and SMS text messaging; announcement of promotions based on e-mail search criteria with enclosed documents; management of ad campaigns with sales statistics; printing of labels ($10/month for 200 SMS messages). SMS is useful for confirming appointments, notifying customers that their vehicle is ready or requesting a call back to verify information.

Advantages:

Provides a communication tool for targeting specific needs based on specific search criteria to maximize ad campaign returns; makes it possible to send personalized SMS messages; 99% of SMS messages are read, while the conversion rate for e-mail is below 10%.

Assets:

Provides a quick means of communication with customers and other parties involved.

Discover a new way to do it!

Features of Preventive maintenance management

Personalized maintenance management of equipment/vehicles; printing of the photo on the detailed maintenance planning report; ideal for companies that are subject to ISO standards.

Advantages:

The preventive maintenance report issued with the bill helps generate business and provides customer reassurance; simplifies the preventive maintenance process.

Assets:

Ensures worry-free manufacturers' warranty management and makes it possible to sell appointments during slowdowns.

GEM-FLEET

Features of GEM-FLEET:

Management of replacement parts or parts with distributor's code; truck data sheet (transmission, differential, engine, pump); survey per vehicle; truck work orders; Government inspection (truck, trailer, bus); management of drivers with licenses coming up for renewal; management of mandatory purchase orders prior to billing or opening a work order; management of Element national account claims; corporate discounts by category; all other characteristics of additional modules.

Advantages:

Reduces fleet operating costs per kilometre; decreases inventory; improves management of shop work planning.

Assets:

Eases traffic in the shop in order to maximize efficiency.

***Features of the production management module:***

Creation of a production order for an assembled product with a unique serial number (e.g. transmission, pump); allows technicians to record their name on the work order and to add items by scanning; creation of subsets; reservation of material and financial analysis of ongoing work; overall management in real time using the electronic time clock.

Advantages:

Makes it possible to monitor inventories and ongoing work, and to establish the cost price.

Assets:

Controls the manufacturing process in order to ensure the profitability of assembly production.

Selected for an award as one of Canada's top 100 fastest growing companies in 2008
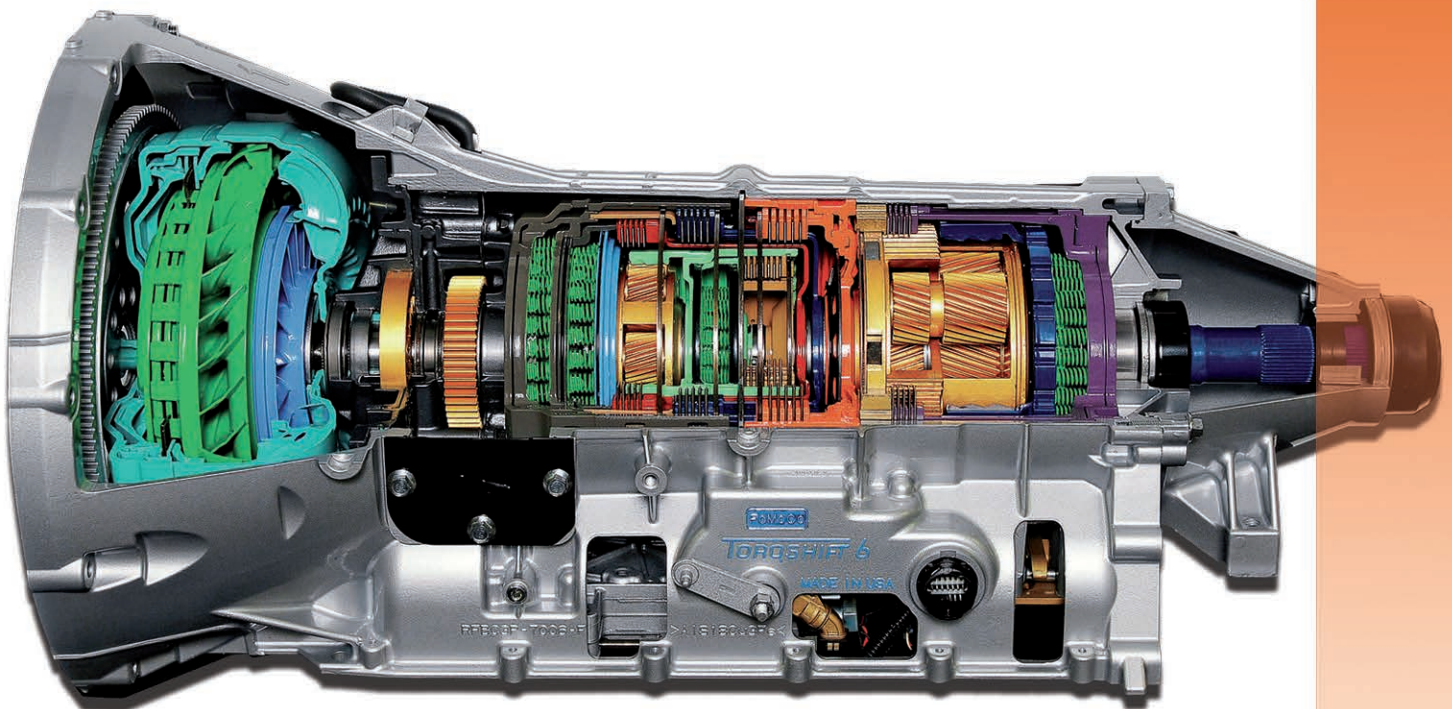
Products offered

V2V Technologies Products	GEM-CAR Cars, tire centers	GEM-FLEET Truck centers and fleet management	GEM-BIKE Motorcycles	GEM-EQUIP Industrial equipment, preventive maintenance, ISO standards	GEM-PRODUCTION Trailers, transmissions
Point of sale: estimate and bill	X	X	X	X	X
Electronic agenda	X	X	X	X	X
Electronic time clock	X	X	X	X	X
Work order	X	X	X	X	
GEM-WORK: inspection sheet	X	X			
Management of inventory and purchases	X	X	X	X	X
Accounting: payables and receivables	X	X	X	X	X
Courtesy car/equipment leasing	X	X	X	X	X
Vehicle sales	X	X	X		
Truck and trailer management		X			
Production: Assembly management				X	X
GEM-MECHANIC	X				
Electronic signature pad	O	O	O	O	O
Integration of accounting system	O	O	O	O	O
GEM-GLASS	O	O	O		
GEM-COM: SMS and e-mail	O	O	O	O	O

X: Included, O: add-on with additional monthly fee

We transfer the history of more than 20 software providers to Gem-Car; Inquire about what we can do with yours.

30 days to cancel!

SEE A DEMO!

Meet one of our representatives and get a free bar code reader....
PROMO CODE: GC2014 ...
No purchase necessary!

Every month, one of our customers is honoured in a car magazine.

GEM-CAR®

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