

# Enterprise Mobility for Automotive

**100% Sales Force Automation:**

Enabling Next Generation with an Incredible Customer Experience



# Apple revolutionizing Car showroom experience in every aspect of the business, every moment of the day.

Car Sales & Service companies are diving into the Apple iPad pond with both feet. iPads are best used as Customer Relations tool.

Your sales team can show a customer every car on the lot in a few minutes, including options, different views, special deals. Special available software performs appraisals, calculates financing and payments, and basically completes the whole transaction, sending the information to the sales office, for printout.

While your sales person stands on the lot with the customer - no more running back to the office for data. Stay with the customer, answering his questions, walking him quickly through the process, and shortening the transaction time drastically—to everyone's benefit.

The iPads at dealer showrooms all sync with Macs and end-point systems in the office, so you can keep a track of contacts, read & send emails, and make

appointments. iPad is a far better, more flexible, more dramatic way to provide mobility and share information immediately with the customer.

Business Apps with loan & lease calculators and trade-in options are being built and are available in App Store. Car Companies are equipping their dealerships across India with iPads, loaded with business apps. This gives dealer salespeople 'instant access to marketing programs for different models,'while shortening the credit approval process. It makes such things as returns of leased cars quicker and more convenient.

iOS is transforming field services by enabling effective resource planning and management, improving the customer experience and creating a dynamic culture.



# Apps for Sales force

You have multiple options for getting apps to support your field service and sales workflows:

- Choose from over 200,000 business apps from App store.
- Build custom apps in-house using Swift and iOS SDK.
- Work with Team Computers to create customized apps.

Apps can now extend to Messages, Siri (not available in all countries), Phone and Maps to quickly display critical business information.

# Vertical apps

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## Automobile

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Sales



Service



Kiosks



Evaluators

# How to increase the productivity of your Sales team using an iPad

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## Features

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- **Location Services**  
Track location and mileage in relevant business apps
- **Gyroscope and Accelerometer**  
Use Augmented Reality apps to present engaging content
- **Responsive Multi-touch display**  
Try using gestures to view various models from different angles
- **Advanced Retina display**  
You will see vibrant colors and sharp details in each layer of the model
- **Promotion**  
Screen becomes incredibly responsive while viewing complex images from different angles.
- **Powerful A10X Fusion chip**  
Renders 3D models in Augmented Reality, so virtual objects blend seamlessly with real world settings.
- **AR experiences in iOS 11**  
Your customers can experience Augmented Reality as a sophisticated learning tool.
- **Driving Directions**  
The GPS mapping feature optimizes driving routes for timely arrival and can even re-route for emergencies. Any last minute cancellations from customers can also be reported for routing and scheduling next appointment.

## Application

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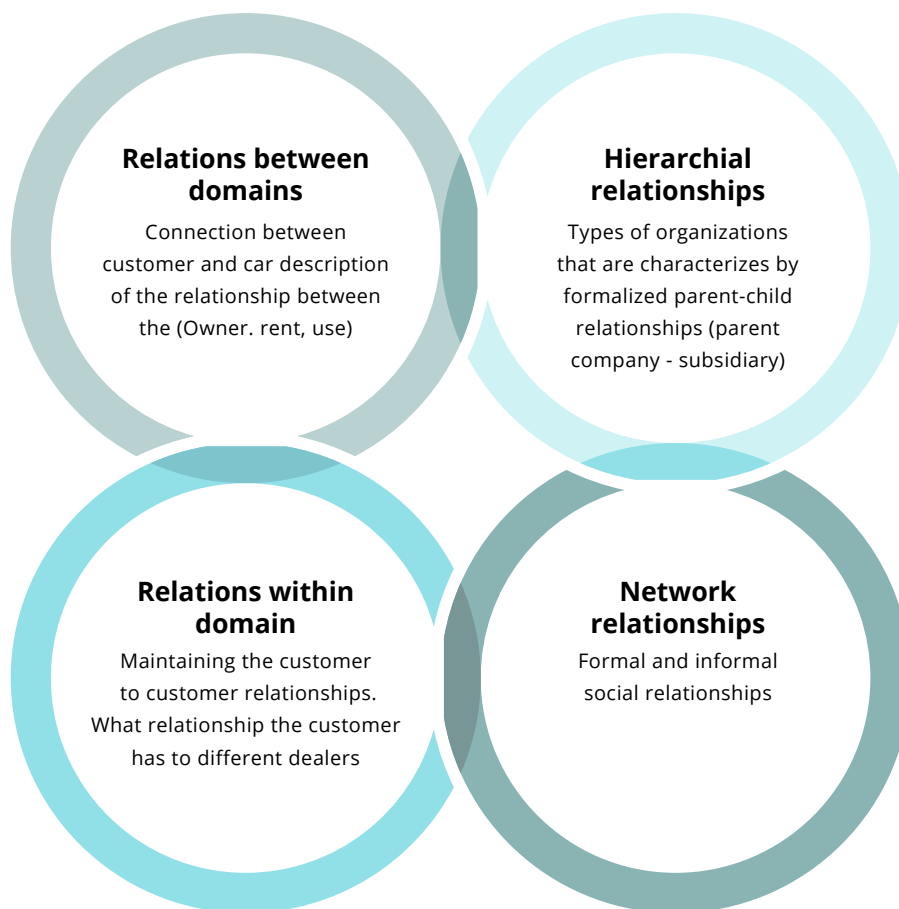
- **Built-in apps**  
For example, use Messages to stay easily connected within your team
- **Creating Sales orders**  
Create new sales order on the go, get directions to the customer and access and share relevant information while tracking the time of delivery or arrival
- **Create/ View Schedules**  
Use Business app to catch up with your schedule and plan the number of meetings every day
- **Attendance**  
Use Business app to punch in/ out as accurately as possible with the push of a button. Multiple punch clocks can be added to track different types of work times if needed, such as overtime, compensatory off, half day etc.

# Mobile Device Management

Auto companies are realizing that in order to become customer centric, they must first become data- centric. Car manufacturers and dealers are learning to adapt & manage the complexity of their data and optimize it over the time - to deliver best experiences to individual customers.

Customers are expecting a seamless experience across sales and service channels. Right from the online website browsing, car configuration, financing options, delivery and after sales service, all this frictionless. Using customer data across channels and dealers is central to mobility program success.

**MDM provides a reliable way to interpret the customer relationship across the entire journey.**



**You are needed to have a 360 degree view of the customer - shared at all levels, consolidated from following sources:**

- showrooms
- dealerships
- owner registration data
- digital sources including the website
- maintenance and service records
- usage data collected from the vehicle
- and other local sources

# Mobile Device Management Overview

Car Manufacturer's Concerns	How Team solved them	Benefits/ Value added
<ul style="list-style-type: none"> <li>• Manageability Issue</li> <li>• Device Compliance</li> <li>• Restrictions to use for Official Purpose</li> <li>• Data Security</li> <li>• Restrict User to delete the Business App</li> <li>• Restrict user to change the Business Wallpaper</li> <li>• Uniformity across Channel</li> <li>• OTA App Updates</li> </ul>	<ul style="list-style-type: none"> <li>• POC on Group of Dealers</li> <li>• PAN India Deployment</li> <li>• MDM Group Creations for particular channel Dealers i.e. Zone wise , State wise and City wise</li> <li>• Manual MDM Enrolment</li> <li>• Policy Creation</li> <li>• Policy Enforcement</li> <li>• MIS Report</li> <li>• L2 Level Support to Organisation Dealers</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance Report</li> <li>• Same Policy and Look &amp; Feel across Dealers</li> <li>• Secure Devices and Data</li> <li>• Managed Devices</li> <li>• Dealer Wise Analysis on iPad Usage like Internet, Application etc</li> <li>• OTA Updates</li> </ul>



# T:eam Computers provides a complete solution for Mobility Transformation



## Select from T:eam's Mobility Service Portfolio

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### DISCOVER

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- Understanding your current state & objectives and designing a solution
- Assess the current needs
- Discover what is working or not working, in the current environment
- Perform a gap analysis by benchmarking with industry best practices
- Design personalised services to cover the device life cycle
- Evaluate the best Total Cost of Ownership and Return on Investment
- Financial and Leasing Services

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### CONFIGURE

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- Configuring the devices according to your requirement and end-user environment
- Create customized fleet with right image, application and settings
- Ready-to-use integrated hardware setup with custom system settings
- Installation, Integration and Manageability of internal or external third party business apps or MDM
- Asset Management, Labeling and Tagging of the devices
- Cost optimization

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## DEPLOY

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- Managing the delivery, logistics and security of the devices as per your directives
- Devices deployment Project Management
- Efficient Operational processes with timely implementation
- Installation and setup by Implementation Engineers
- Professional, fast & expert Migration and Executive Services across India

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## MAINTAIN

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- Repair and Support services for your team
- SLA based on-site support services and Resident Engineers for after-sales support
- Management of sensitive data effectively
- Accidental Damage Protection and Warranty policies
- Defective Media Retention

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## OPTIMIZE

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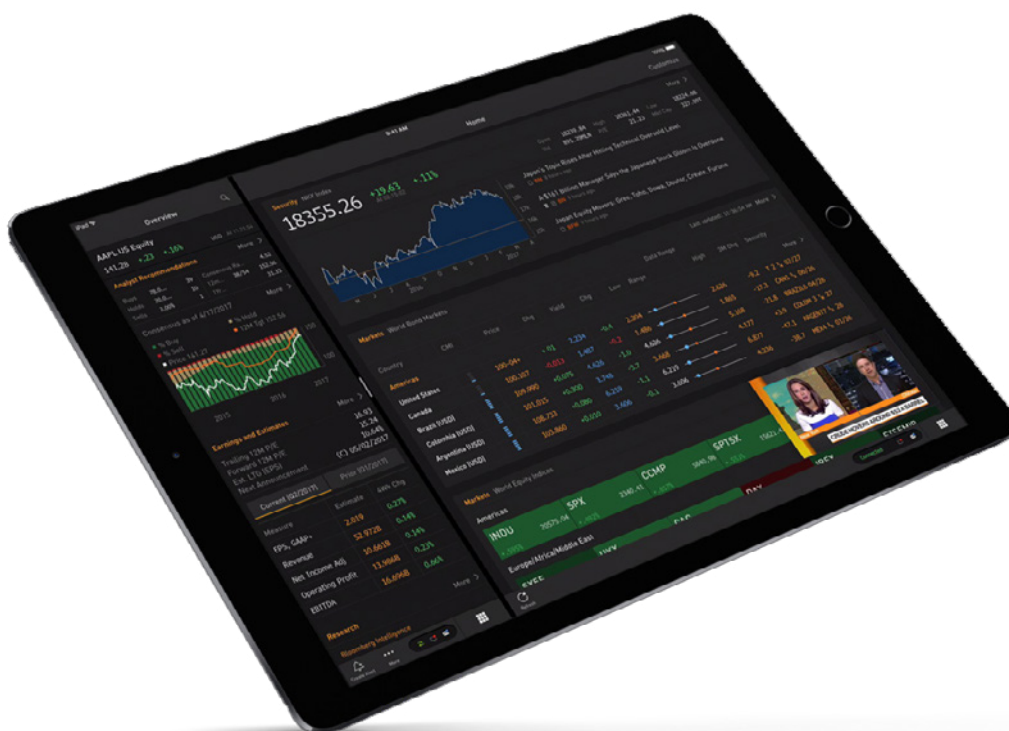
- Adoption and Change Management Programs for your teams
- End-user adoption and training programs to maximize productivity
- Establishing Helpdesks, Priority Services and Data & Device Security measures
- Improve security and manageability through your requirements
- Fast troubleshooting of devices
- Proactive intelligence from reports of IT performance and Business Apps

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## DISPOSE and REFRESH

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- Decommissioning and Refresh of end-of-life devices according to your IT policies
- Data Wipe - securely and worry-free
- Recycling/ Disposal of devices
- Device Refresh and Buyback
- Recycling of hardware in compliance with applicable legislative practices and environment regulations.





# Benefits/ Value received by our Customers

## Salesperson (End-user group)

- Sales enquiry generation
- Car configurator
- Market Intelligence
- Loan and Lease Calculator
- E-Brochures
- Instant e-reporting

## Service Management Person

- Service Job cards
- Used car evaluation
- Easy connect and availability of the Medical Representative

## Customer Organization

- Increased collaboration and knowledge transfer between Dealer Sales teams and Centrally Headquartered teams
- Control and reduction in employee attrition rate at Dealer showroom
- Seamless knowledge transfer and access of product literature
- Live Monitoring and manageability of the devices
- Branding and image enhancement
- Paperless showrooms
- Market Intelligence
- Customer Satisfaction
- Uniformity and same look-and-feel



# Apple Product Family



# Contact Us