



**The most powerful platform
in the automotive industry.**





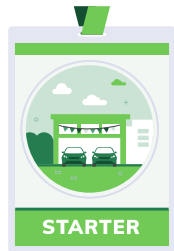
Google play

App Store

Configure Pilot Solution your way.

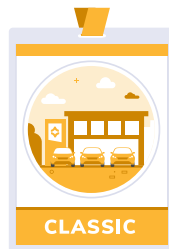
We are present in all your processes

We cover all the sales process, administration and quality.
Find the solution that suits your structure.



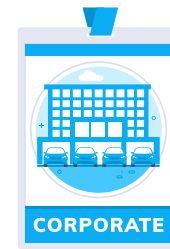
Used cars dealerships

The tool that allows you to manage your dealership from any PC, notebook, mobile or tablet.



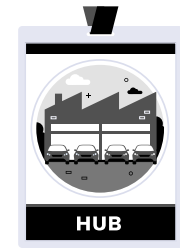
Car dealerships

The CRM that covers all your dealership processes from small business to international operations.



Dealership Group

We designed 3 applications in this exclusive solution so that you can consolidate all the information of your group of dealers.



Manufacturers / Importers

Manage all your car dealers in an effective and simple way with the Pilot Hub app.



Buy - Sale Consignment



Sales administration



Stock



Sales



Stock



Administration



Service schedule



Complaints management



Contact Center



Customer Service Center



QA Central



Reporting



Customer Service Center



QA Central



Reporting



Wholesales



Did you know that...?

• CRM systems improve customer retention rates, leading to **increased profits from 25% to 85%**. (TECH TIMES)

• **47% of users** say that a CRM improves customer satisfaction. (CAPTERRA)

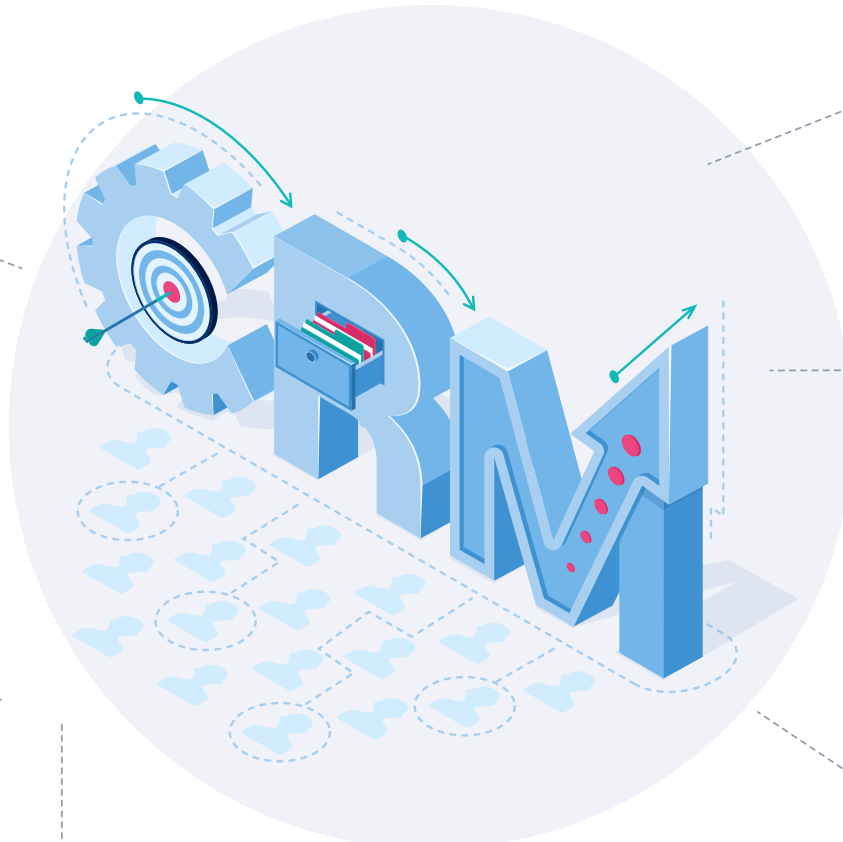
• **A third of customers** leave a brand because their experience was not personalized enough. (ACCENTURE)

• **Roughly 80% of customers** say their agents have the greatest impact on the customer experience, citing factors such as informed, friendly, and prompt help as top priorities during the customer journey. (PWC)

• **5% increase in customer retention** can increase your **company's profits by between 25% and 95%**. (BAIN & COMPANY)

• **More than two-thirds of companies** with growing revenues prioritize customer satisfaction, compared to just **49%** of companies with stagnant or declining revenues. (NEIL PATEL)

• **About 88% of contact centers** prioritize the customer experience as a means of growing their business. (DELOITTE)





PILOT CLASSIC

Pilot Solution®, the evolution of your CRM!

Specially designed for the automotive industry, we develop a high-performance CRM understanding the challenges and needs of this activity we know deeply.

We have different applications for our different clients, here we present our **360 for dealers:**





Further down you will find more of our features. It is important that you see a demo to understand the full potential of the platform.



Sales

- ✔ More than 1,500 possibilities of integrations with our powerful API.
- ✔ Automate your leads entry in the different service queues.
- ✔ Task management with Automatic Rules engine.
- ✔ Interactive quotation and online catalog for an incredible experience.
- ✔ Customize your email templates, estimates and sales notes.
- ✔ Consolidated reporting to measure the performance of your business.
- ✔ Smart alerts on PC, notebook and cell phone.
- ✔ Marketing tools to manage your advertising campaigns and control your investments.



Stock

- ✔ Stock valued.
- ✔ With the stock plugin you can show your cars online, even when your dealership is closed.
- ✔ Upload photos of your cars from your cell phone or PC.
- ✔ Share photos of your cars by WhatsApp with one click to your customers.
- ✔ Consolidated reporting.
- ✔ Mobile application for Android / IOS.



Administration

- ✔ Schedule, follow and record your administrative tasks or those of your team.
- ✔ Control task management in daily, weekly or monthly format.
- ✔ Manage your procedures through a Kanban board.
- ✔ Plan your deliveries.
- ✔ Automatic rules that inform your clients of the status of their procedures.
- ✔ Reports so you can measure the performance of your business.



Service schedule

- ✓ Allow your clients to schedule an appointment from their cell phone or PC.
- ✓ Have a global vision of your body shop.
- ✓ Schedule and manage your appointments.
- ✓ Access the status of the vehicles entered into your body shops with our Kanban board.
- ✓ Information and alerts for your customers automatically.
- ✓ Reports with metrics for the number of appointments, average amounts, occupation of your body shops, prospecting for services and much more.



Quality management

- ✓ Essential support when certifying any quality process.
- ✓ Ticket registration.
- ✓ Tracking of claims.
- ✓ Custom processes.
- ✓ All communications with your customers centralized.
- ✓ Metrics and statistics of all your efforts.



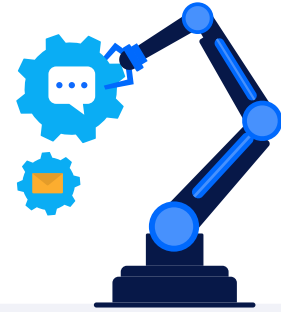
Contact Center

- ✓ Reports to measure the performance of your call center.
- ✓ Automatic loading of surveys.
- ✓ Survey design with open and/or tabulated questions.
- ✓ Alerts via email for each negative result.
- ✓ Automatic loading of new sales possibilities.
- ✓ Sending survey via email so that your client can answer online.
- ✓ Task management.
- ✓ Online recordings of communications.



AddOns

Boost Pilot with these Add-ons



Automation

Create automatic rules to communicate each step of the processes. You can send information about the next service, notify sales department about a business possibility in the body shops, redirect leads between brands and much more.



Listing tool

Design and manage your ads from our listing tool, add all the information you need and easily submit to Facebook and e-commerce.



IP telephony

Communicate with your customers from Pilot Solution® at a much lower cost and have access to the recording of all calls.



WhatsApp Business

Integrate to Pilot Solution® the communication platform, WhatsApp bot, which will allow your leads to contact your business 24/7 and have everything registered.



Email Marketing

Create smart campaigns in a few minutes and reach your audience with an email marketing service.



IA

Integrate to Pilot Solution the exclusive tool based on data science and Artificial Intelligence to enhance the management of leads and customers of your dealership.



Ecommerce

Have your store integrated into Pilot Solution, with the aesthetics of your brand. Manage reservations of units, spare parts, accessories and services and integrate your favorite payment gateway.



Fast
implementation



Salesmen
training



No minimum
permanence

For more information visit
www.pilotsolution.net



macOS



Google play



App Store

