



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





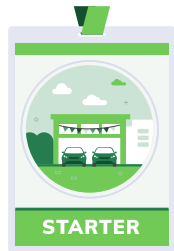
Google play

App Store

Configure Pilot Solution your way.

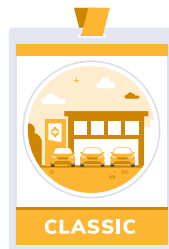
We are present in all your processes

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



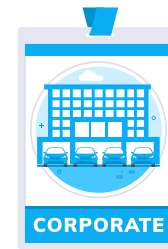
Used cars dealerships

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



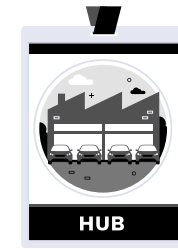
Car dealerships

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)

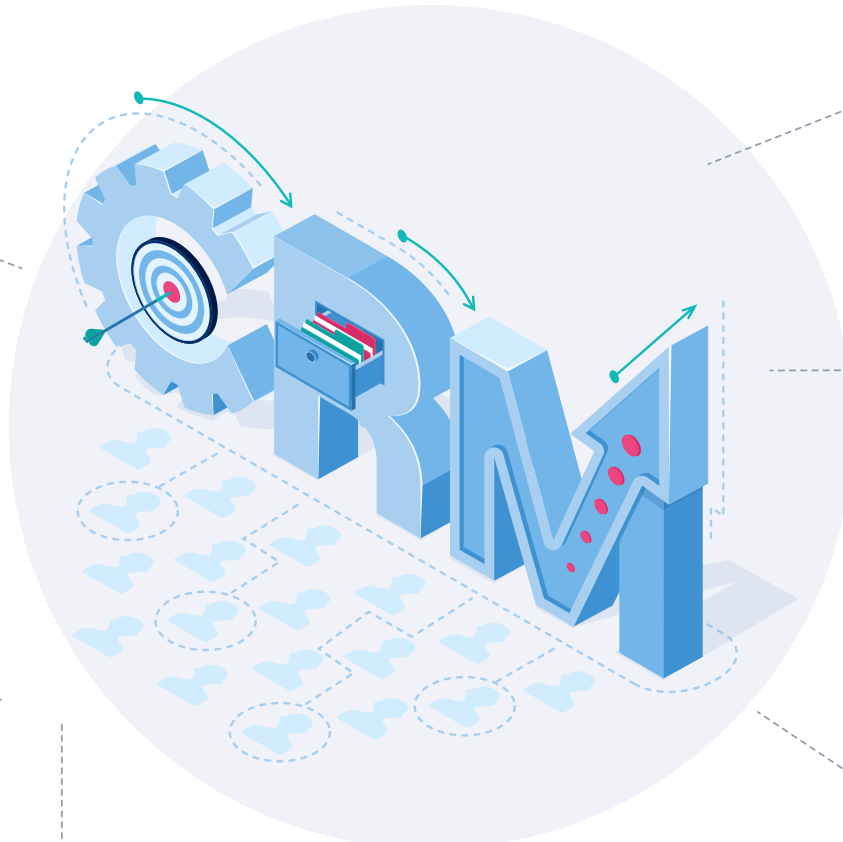
• **A third of customers** leave a brand because their experience was not personalized enough. (ACCENTURE)

• **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)

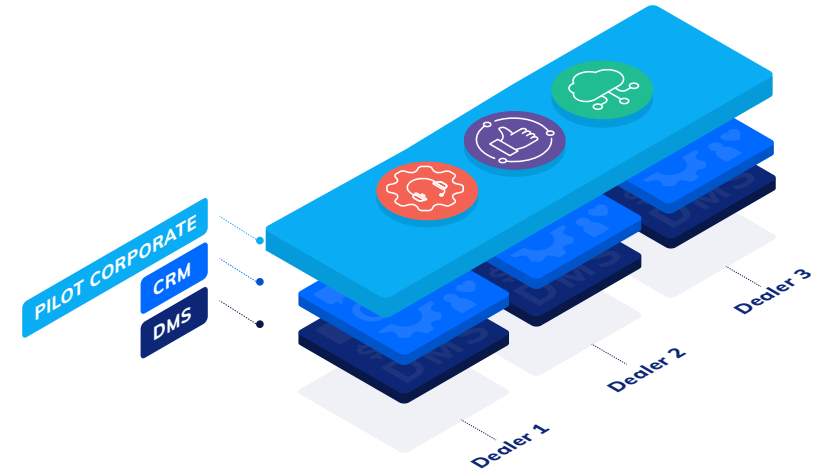




PILOT CORPORATE

Welcome to the first CRM of CRMs! Welcome to Pilot Corporate.

Now you can have consolidated information from your entire group of dealers. This will allow you to improve services and response times, lower costs and take advantage of all the power of your business group.



Why Pilot Corporate?

For two main reasons:

- 1 Today many important groups have different CRM platforms that the different brands use and don't have the ability to consolidate information between the different companies in the group.
- 2 In many cases the entire dealership group uses the same CRM platform, but the systems don't talk to each other.



without Pilot Corporate



with Pilot Corporate





We design 3 exclusive applications for your group. Here are some of its functionalities, but it is important that you have a demo with an expert to understand the full potential of the platform.



Customer service center

- ✓ Centralize the entry of sales and after-sales leads from all your dealers.
- ✓ Sending leads to the group's dealers, even if they use another CRM or none at all.
- ✓ Plug & play integrations.
- ✓ Schedule automatic responses and quality surveys.
- ✓ Consolidate all the body shops schedules and send them to your dealers.
- ✓ Online booking for the group with automatic replies body shops schedules.
- ✓ Control the costs and performance of your sales or after-sales advertising campaigns.
- ✓ Consolidated reporting.



QA Central

- ✓ Control your quality surveys and all claims in one place.
- ✓ Set up your centralized call center and carry out manual or automatic surveys.
- ✓ Record the surveys and access them whenever you want.
- ✓ IP telephony integration.
- ✓ Track all internal and external tickets for your dealer group.
- ✓ Custom templates available.
- ✓ Have the platform support for any quality certification you have.
- ✓ Consolidated reporting.



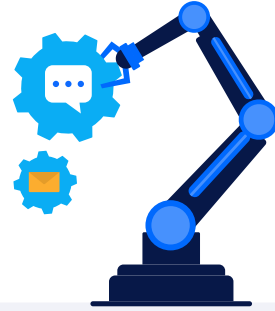
Reporting

- ✓ Analyze the conversion rate of your advertising campaigns
- ✓ Compare the performance of your opportunities and test drive
- ✓ Consolidated sales ranking
- ✓ Entering body shop appointments
- ✓ Average ticket
- ✓ Ranking of services and much more



AddOns

Boost Pilot Corporate with these supporting features.



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.



WhatsApp

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



IP telephony

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



Email marketing

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





Fast
implementation



Salesmen
training



No minimum
permanence

For more information visit
www.pilotsolution.net



macOS



ANDROID APP ON
Google play



Available on the iPhone
App Store

