



**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.



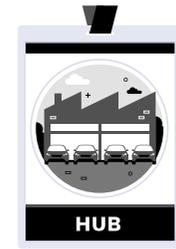
Car dealerships

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 HUB

We know the automotive industry better than anyone else. Implement today the most efficient tool with the best user experience and no minimum permanence.

Put aside those long, expensive and unwarranted projects. **Pilot Solution®** will change the way you implement high-performance CRM in your car dealership network.

Thanks to our **HUB PILOT** applications you can have multiple solutions to your daily challenges





Here are some of the features of our HUB, but it's important that you see 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 your dealership network.
- ✓ Send leads to your network dealerships, whether they use another CRM or none.
- ✓ Plug & play integrations.
- ✓ Schedule automatic replies and quality surveys.
- ✓ Consolidate all body shops visits and forward them across the network.
- ✓ Online scheduling for your network with automatic replies.
- ✓ Control the costs and the performance of sales or after-sales advertising campaigns.
- ✓ Consolidated reports.



QA Central

- ✓ Control your quality surveys and all complaints in one place.
- ✓ Set up your call center and carry out surveys manually or automatically.
- ✓ Record surveys and access them whenever you want.
- ✓ Integration with IP telephony.
- ✓ Follow all internal and external tickets from your dealership network.
- ✓ Custom templates.
- ✓ Have the platform support for any quality certification you have.
- ✓ Consolidated reports.



Reporting

- ✓ Analyze the conversion to sale of advertising campaigns
- ✓ Compare the performance of your opportunities and test drive
- ✓ Consolidated sales classification
- ✓ Visits to body shops
- ✓ Average ticket
- ✓ Service ranking and more



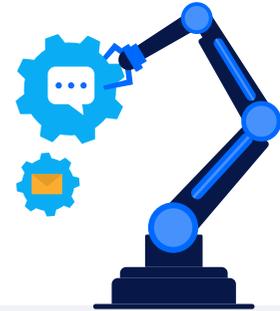
Wholesale

- ✓ Follow the entire ordering and sales process of your dealership network.
- ✓ Unify your data and get excellent results.
- ✓ Review order entry and approval.
- ✓ Online inventory access for the entire network.
- ✓ Consolidated reports.



AddOns

Boost HUB Pilot with these add-ons



Automation

Create automatic rules to communicate each step of the processes and generate incredible workflows.



Catalogue

Manage and present all your products to your customers through the Pilot Catalog and easily share with your dealers. Upload photos, data sheets, videos and much more.



WhatsApp Business

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



IP telephony

Communicate with your customers from Pilot Solution® lowering costs and have access to the recording of all calls.



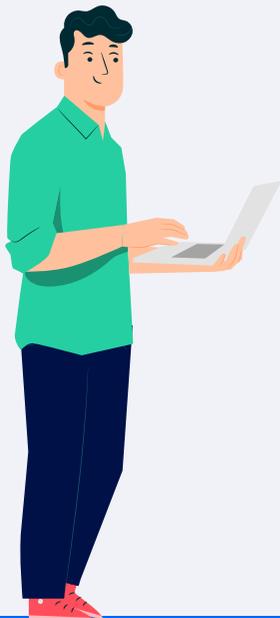
E-mail Marketing

Create smart campaigns in a few minutes and reach your audience with this email marketing service, working with your centralized database.



E-commerce

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

