



Drive Revenue & Retention with the
Right Fixed Ops Technology

xtime spectrum™

Grow Your Fixed-Ops Revenue

Service retention remains one of the biggest challenges service departments face. 7 out of 10 consumers who purchased or leased from a dealer did not return for service in the past year.¹ Xtime lifts the weight off your shoulders with Spectrum, a fully-integrated solution from the fixed-ops consumer experience leader.

Only Spectrum elevates your service operations with a technology-enhanced experience, so you can deliver on vehicle owners' higher expectations while driving retention and profitability.



#1

Fixed-Ops Solution
as rated by dealers²

Trusted by
7,500+
Dealers³

29

OEM Endorsements

3,500+
Dealer Consults per Month
from the exclusive provider of
Performance Management

¹2018 Cox Automotive Service Industry Study.

xtime spectrum™



INVITE

Opportunity Dashboard

Lost Souls Recapture

Declined Services

Service Reminders

Timeslot Discounting

Performance Measurement

Text Marketing

Special Order Parts Marketing

Mobile Media Capture



SCHEDULE

Online Scheduling

Mobile Scheduling

Dealer Scheduling

Call Center Scheduling

Menu Pricing

Bookable Menus

Rideshare

Video Capture

Service Pickup and Delivery



ENGAGE

Tablet Reception

Walk-Around

Menu Presentation

Tire Selling

Texting

Payment

Self Check-In

Intelligent Diagnostics



INSPECT

Inspection Dashboard

Dealership Chat

Multipoint Inspection

Mobile Media Capture

Inspection Estimate

Online Approvals

Video Capture

Service Status Tracking

Flexible Financing



XTIME CLOUD
INCLUDED IN ALL PRODUCTS

Vehicle-Specific Maintenance Menus | Customizable Dealer Menus | Pricing Engine | Telematics

Bi-Directional Dealer Management System (DMS) Integration | Original Equipment Manufacturer (OEM) Integration

Multilingual Notifications (Email/Text) | Shop Management | Analytics | Reporting | Manufacturer Recall Integration

²Based on an independent market research study, November 2016.

³November 2020.



MAIL
Your Bright Valley Motors Advantage Members-Only Savings...

Your Bright Valley Motors Members-Only \$15 SAVINGS DISCOUNT is here to use through 2/28! Click here <http://xtime.com/BrightValleyAdvantage> to book your appointment. Present to receive. Exclusions apply. Reply STOP to unsubscribe.

INVITE

13.3%
 RO Increase†

113
 ROs Generated per Month†

Create Service Demand with a Powerful Marketing Tool

Communicate throughout the lifecycle, increase revenue and recapture declined services and lost souls with Invite.



Lifecycle Communications

Opportunity Dashboard

Performance Measurement

Attract business customers and get results

Powerful demand generation capability

Integrated scheduling and customer touchpoints

Visualize and target unsold shop capacity

Service reminders, lost souls, seasonal specials, declined services, special order parts marketing, and more

Personalize with outbound Business Development Center (BDC) tools

More service visits and loyal customers

113 additional ROs generated per month

13.3% RO increase

† Period Analyzed: Dec 2019 to Nov 2020



SCHEDULE

77
ROs Generated
per Month†

13.1%
Increase in
Retention†

10.2%
RO Increase†

Make Service Scheduling Easy and Convenient

Capture and drive service business and increase retention by providing a better experience with Schedule.



- Online Scheduling
- Express Multi-Media
- Dealership Menus, Pricing & Scheduling
- Shop Loading
- Service Pickup and Delivery

Deliver a premium vehicle ownership experience

Customer convenience through multichannel scheduling options

Contactless customer experience with pickup and delivery transportation options

Professional and consistent menu recommendations and pricing

Powerful shop management, scheduling controls, and video capture

Integration with recalls, declined services, promotions, rideshare, loaner fleet management, and more

Increased revenue and higher retention

13.1% increase in retention

77 additional ROs generated per month

10.2% RO increase

† Period Analyzed: Dec 2019 to Nov 2020



ENGAGE



14%
Increase in Retention†

\$12
Lift per RO†

27
ROs Generated per Month†

Grow Fixed Operations When You Exceed Customer Expectations

Improve your service process with instant access to menus, inspections, recalls, tires and service history with Engage.



Payment Self Check-In Texting Intelligent Diagnostics Performance Measurement Walk-Around

Provide a superior service lane experience

Instant access to history, recommendations, and more

Consistent check-in and checkout processes

Professional service estimates

Customer engagement tools with Texting, Status Boards, Self Check-In, Intelligent Diagnostics Integration, and Payment

Declined services presentation

More upsells, better processes, and higher retention

27 additional ROs generated per month

14% additional ROs generated

\$12 lift per repair order

† Period Analyzed: Dec 2019 to Nov 2020



INSPECT



\$110
Boost per RO†

Inspire Trust through Transparency with the Right Digital Inspection Software

Boost revenue, increase shop efficiency and improve customer satisfaction with Inspect.



- Online Approvals
- Enhanced Multi-Media
- Common Pricing Catalog
- Performance Measurement
- Expanded Flexible Service Financing

Maximize shop efficiency and effectiveness

- Built-in inspection processes with integrated customer approvals
- Instant communication with dealership chat and media sharing
- Real-time parts inventory and pricing information
- Centralized access to service history and past recommendations
- Mobile access with enhanced multi-media for technician inspection
- Intelligent Diagnostics integration
- Simplify the sales process with integrated service financing

Increased revenue, productivity and customer engagement

\$110 boost per repair order

† Period Analyzed: Dec 2019 to Nov 2020

XTIME CLOUD

The Heart of Xtime Spectrum

A single integrated platform connects all Spectrum solutions for maximum efficiency and results.



Consistent experience through a single integrated platform with Xtime Cloud.

Platform benefits

- Consistent menu offerings and pricing throughout all service tools
- Seamless coordination of internal and external scheduling processes
- Centralized Customer 360° access to service history, recommendations, communication logs and more
- Comprehensive shop management across Xtime Spectrum products

Robust partner integrations

- Certified, bi-directional DMS integration
- Loaner car management integration
- Dealer Tire integration
- Bookable recall campaigns
- Unique OEM integrations (Telematics, Owner Portals and apps, branding, and more)
- Cox Automotive integrations (Dealertrack, vAuto, VinSolutions, Dealer.com, Clutch, and Kelley Blue Book)
- Telematics scheduling integration

Reporting and analytics

- Dashboards with visual analytics to identify key service trends and opportunities
- Comprehensive data to measure dealership and user performance
- Robust API access



PERFORMANCE MANAGEMENT

Xtime's Performance Management will assist you in achieving your fixed operations benchmarks and goals



Boost your fixed-ops productivity and profitability through meaningful, constructive and ongoing Performance Management.

Running an efficient, profitable service department doesn't just include having the right platforms, but also the right partners. When you choose Xtime, you also get paired with a dedicated performance manager to help you improve efficiency and realize results faster. Each performance manager is an industry expert and will help guide you in improving your fixed operations and Customer Service Index (CSI).

Get results faster.

Learn how to use all Xtime features and the latest program enhancements to maximize labor and parts sales. Apply best practices to reach full service department potential, including better show rates and increased profitability.

Reach your target audience and win more service customers.

Tailor Xtime products to enhance your brand and deliver a personalized service experience.

Access to training and webinars guaranteed to get you up and running quickly.



INVITE



SCHEDULE



ENGAGE



INSPECT



Learn more at xtime.com

(888) 463-3888