

Drive Revenue & Retention with the Right Fixed Ops Technology

extime 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. 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 technologyenhanced 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 Dealers³

OEM Endorsements

Dealer Consults per Month from the exclusive provider of Performance Management

12018 Cox Automotive Service Industry Study.

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Service Reminders

Timeslot Discounting Performance Measurement

Text Marketing

Mobile Media Capture

Special Order Parts Marketing



SCHEDULE

Online Scheduling Mobile Scheduling Dealer Scheduling Call Center Scheduling

Menu Pricing

Bookable Menus

Rideshare Video Capture

Service Pickup and Delivery



ENGAGE

Intelligent Diagnostics



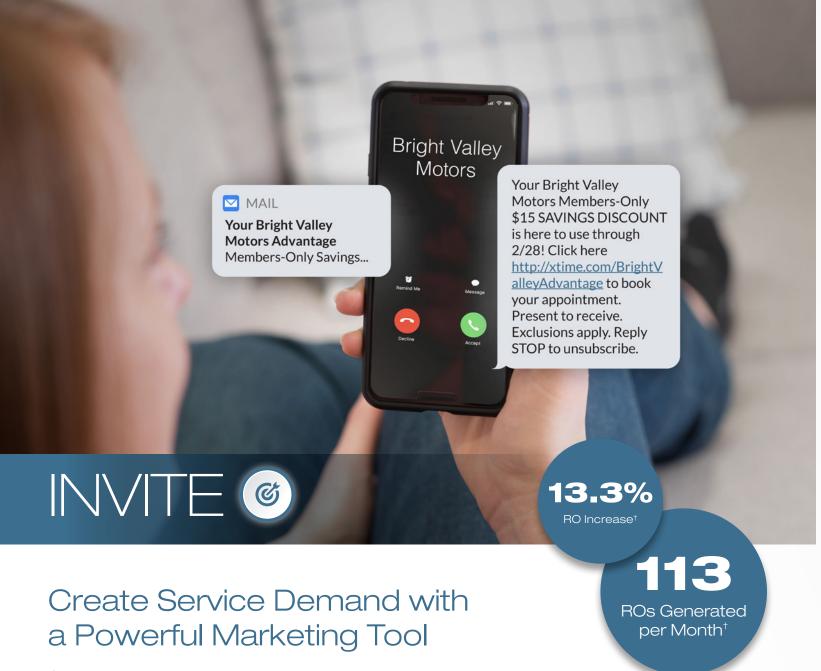
INSPECT Tablet Reception Inspection Dashboard Walk-Around Dealership Chat Menu Presentation Multipoint Inspection Tire Selling Mobile Media Capture Texting Inspection Estimate Payment Online Approvals Self Check-In Video Capture

> Service Status Tracking Flexible Financina



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.



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

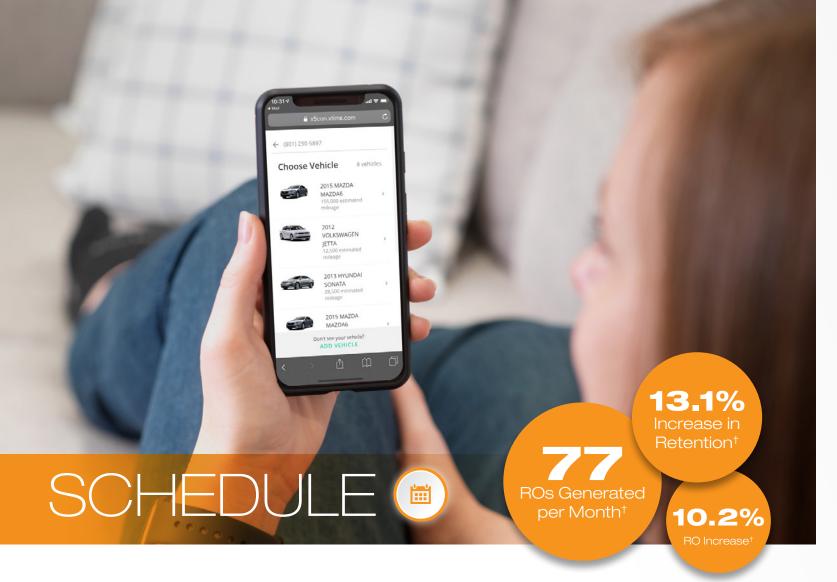
Service reminders, lost souls, seasonal specials, declined services, special order parts marketing, and more

Personalize with outbound Business Development Center (BDC) tools

More service visits and loyal customers

113 additional ROs generated per month

13.3% RO increase



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



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.



Intelligent

Diagnostics

Performance

Measurement

Walk-Around

Provide a superior service lane experience

Payment

Self

Check-In

Texting

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



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

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



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.













Learn more at xtime.com (888) 463-3888