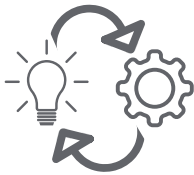




Boost Collaboration and Productivity with incadea's Web Service Planner



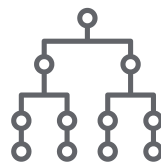
Digital



Effective



Customer-
Centric



Structured



Flexible



Integrated

Web Service Planner (WSP) is a central part of incadea.dms Workshop Resource Management solution to schedule and dispatch service jobs, including operational support for booking mobility vehicles, accessories, and machines. WSP is a web-based screen fully integrated with our DMS that supports a two-step planning process, scheduling on teams or qualifications (skills), and dispatching resources.

incadea presents a modern approach to technology, empowering OEMs, importers and dealerships accelerate business productivity and user experience.

Let's build great customer experiences together.

Key Functionalities

Scheduling

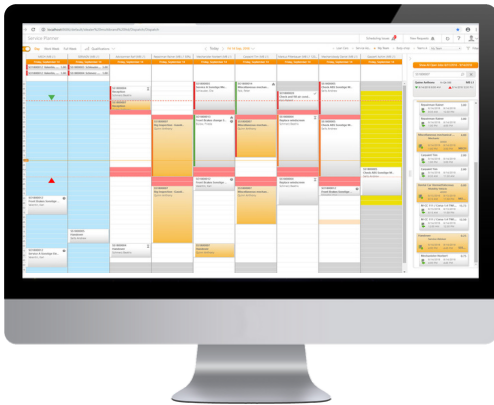
The scheduling process supports workshops quickly and efficiently in booking service appointments on teams or skill groups (qualifications).



- **The Resource Capacity** reflects the real-time workshop load
- **The Qualification Capacity Overview** feature helps users booking their next service appointment based on the available resource capacity.
- **The Scheduling Process** enables less qualified personnel to plan service appointments without assigning specific resources for service jobs.

Dispatching

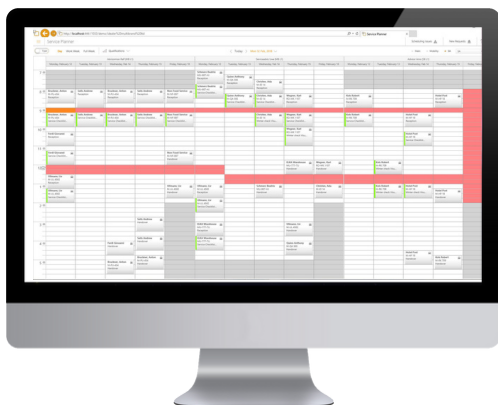
The dispatching process with modern Drag-and-Drop UI allocates resources for service jobs.



- **Drag-and-Drop User Interface** -> effortlessly assign service jobs
- **WSP considers technician efficiency** -> The book time required for service jobs is automatically adjusted based on the current efficiency factor of technicians.
- **The Service Job Overview** feature -> allows to dispatch service jobs accurately and promptly. It provides a centralized view of all service jobs scheduled for the day.

Monitoring

WSP uses the Time Control add-on to monitor work progress and resource planning, enabling effective job status control. Resource capacity calculations consider bank holidays, breaks, and resource absences, which are displayed visually.



- **Real-time information** ensures constant resource planning control to avoid potential delays proactively.
- **Service Job Status** permanently informs users about current work progress, and completed service jobs show opportunities of adding additional jobs to utilize resources most.
- **The Workshop** can tailor their experience with customizable filters, tooltips, and views

Web Service Planner planning process



5 whys for incadea Web Service Planer

- 01 Core Integration** > Web Service Planner is fully integrated with our core DMS and add-ons like Online Appointment Booking and Time Control. Maintaining the same date in different applications is unnecessary since all parts contribute to a unified solution.
- 02 Modern UI** > Web Service Planner is a web-based application using modern technology (e.g., drag-and-drop) and UI. Flexible filters, color schemas, and views make daily routing easy to master.
- 03 Workflow-Driven** > From day one, Web Service Planner was designed to be workflow driven. It logically follows each service planning process step, streamlining workshop operations and boosting workshop efficiency.
- 04 Two-step Planning** > Web Service Planner supports a two-step planning process, scheduling teams and dispatching resources. It smoothly handles the operations of small, middle, and big dealers.
- 05 Monitoring and Control** > Real-time information about pending service jobs, delays, and scheduling issues ensures constant planning control about work-in-progress and lets users take corrective actions quickly.

Take the next Step.

For more information, please visit incadea's website

www.incadea.com or contact incadea at info@incadea.com

incadea provides complete and integrated solutions that meet dealerships' needs now and into the future. incadea wants their customers to be empowered by the most flexible solutions in the industry, ready for whatever business challenges lie ahead.