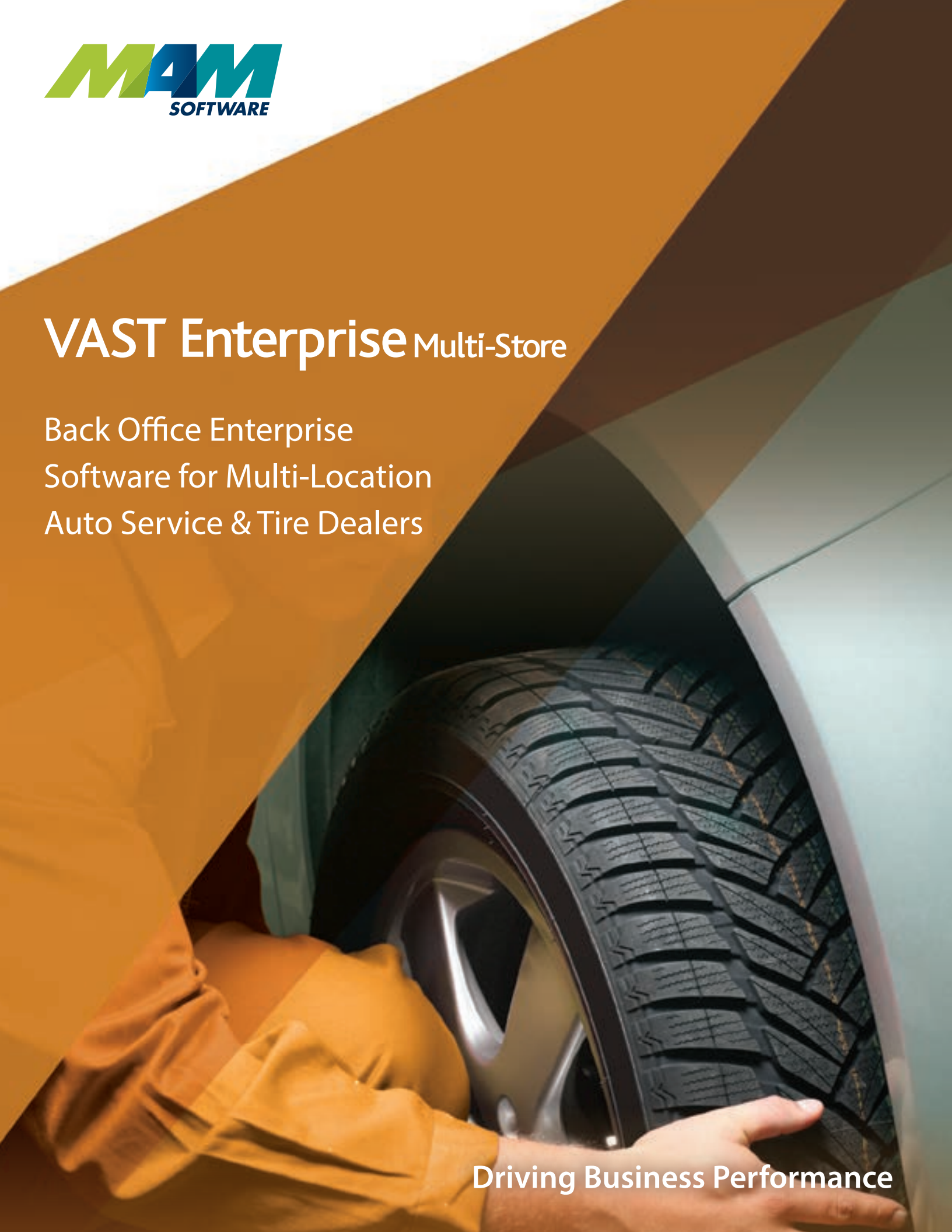
MAM SOFTWARE

VAST Enterprise Multi-Store

Back Office Enterprise
Software for Multi-Location
Auto Service & Tire Dealers



Driving Business Performance

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Company Background

Established Reputation

Founded in 1984, MAM Software has established a strong reputation as a leading provider of professional business management systems and data solutions to the Automotive Aftermarket (AAM). This reputation is built upon our ability to consistently deliver reliable, innovative and economical software solutions that bring competitive advantages and increased profitability to our customers.

The Aftermarket

MAM enterprise systems are used and recommended by many of the leading businesses within the AAM. All told, thousands of companies – from single-site operations to multi-user, multi-site organizations – rely on MAM Software to manage their business. Our customers operate throughout the aftermarket in sectors such as:

- Parts warehousing
- Hard parts warehouse distributors
- Hard parts jobber wholesale and retail
- Body panel warehouse distribution
- Automotive electrical repair and distribution
- Undercar warehouse distribution
- Performance parts distribution
- Heating and cooling parts distribution

"With all of the vehicle information easily accessible, VAST enables our store personnel to spend more time with customers, recommend the right services and deliver higher quality work."

Jason Allbert
Precision Tune Auto Center

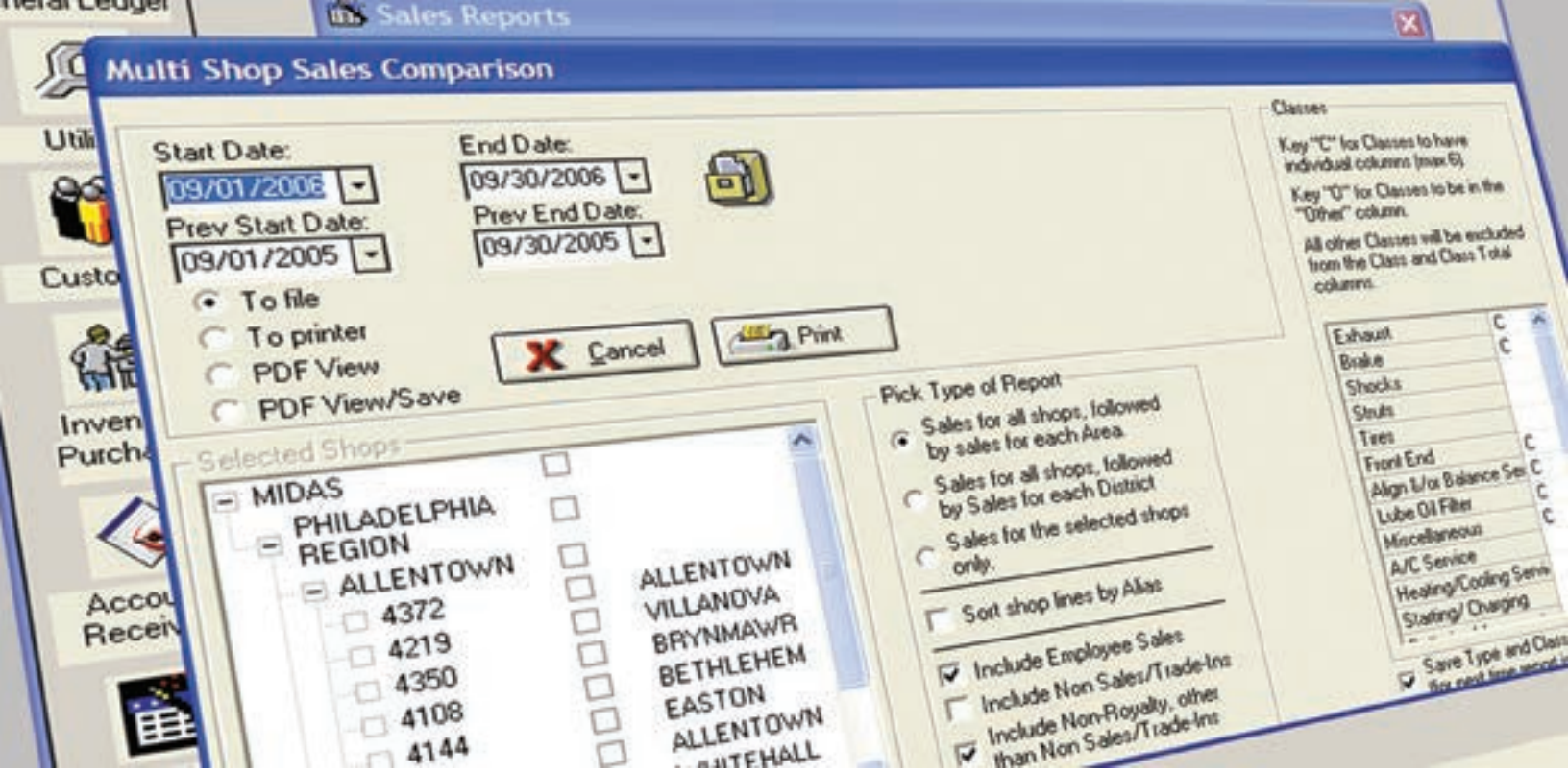
Overview

VAST Multi-Store is a comprehensive back office management system for multi-location auto service centers and tire dealers, who require centralized control of their distributed shop management systems. VAST Multi-Store could significantly improve your bottom line business and financial management capabilities.

VAST Multi-Store combines the benefits of a centrally hosted system with the traditional polled system. As such, VAST provides a unique decentralized system that replicates data to the central server in "near" real-time. Enterprises can set the timing to replicate transactions each minute or every hour. As a result, VAST offers the real-time information that a centrally hosted system offers, without relying on the Internet or network to be active in order for the stores to operate.

Key features

- Real time customer/service history for all locations
- Real time data replication from stores to central servers provides up-to-date information about daily transactions occurring in shop locations
- Up-to-the minute views of inventory available throughout the entire shop network
- Extensive sales analysis reporting
- Centralized purchasing and inventory management
- Centralized A/R and fleet billing
- Centralized employee performance reporting
- Audit trails and logs to identify potential instances of theft at store locations
- Automated part and tire transfer messaging
- B2B & B2C e-commerce module available and a specific B2B module for wholesale tire sales
- e-Commerce integration to product suppliers for stock and hot-shot ordering
- Multiple accounting integration options



Establish and Monitor Key Performance Indicators

VAST Multi-Store delivers features that dramatically reduce the amount of time spent gathering, consolidating, and comparing store performance data

Timely, accurate, and centralized Key Performance Indicator reporting gives you the data you need to quickly identify variances in sales and profitability goals, and to measure comparative performance of multiple stores in a spreadsheet format. Using VAST Multi-Store, you'll find more time to focus on time-sensitive enterprise management.

Key features

- With a high performance, scalable Microsoft SQL database engine, VAST Multi-Store aggregates all transactional data from the stores in a secure yet open structure
- Run comparative reports on part/labor sales and costs, tire units/sales/margins, average repair orders and other KPI's to improve fiscal management
- Compare individual store results against company-wide metrics – providing continual feedback based upon accurate statistics
- VAST Multi-Store has over 100 standard and customizable reports tailored to auto service centers and retail/wholesale/commercial tire businesses
- A built in ad hoc report writer gives an owner or IT manager powerful access to all information in the database for highly customized queries and reports, or data export/import into Microsoft Excel
- Audit trails and exception reporting highlight inconsistencies in retail location operations

"Improving our estimating process is the area where we've seen the biggest benefit since implementing VAST. Now the process is automated and ensures the right markup is applied every time."

David Little
Little Tire Company

Save Money with Centralized Business Management

The majority of VAST customers have multiple store locations; our largest single customer has over 800 locations running VAST

People make errors, and without question errors cost you time and money. VAST Multi-Store gives you the tools to identify areas in your business where you are vulnerable and provides you with information to address these issues.

Key features

- Centrally maintain pricing and control by region, ad event, or for special customers such as fleet, commercial, and wholesale accounts
- Set customer specific rules for data capture, credit limits to prevent unauthorized house charges, and variable payment terms
- Track employee work hours with the VAST POS time clock and VAST Multi-Store editing and reporting to prevent potential abuse
- Track and monitor the effectiveness of enterprise-wide authorized discounts and coupons to measure ROI on promotions
- VAST Multi-Store and VAST POS are designed with a flexible Microsoft architecture to take advantage of the Internet, and a simple to learn and use point and click navigation
- A multi-location VAST environment is run on a decentralized basis, where VAST POS store systems continue to operate regardless of potential Internet or network problems. Transaction data is sent throughout the day to the central server via a data replication process

Save Time and Improve Productivity

Overseeing multiple shop locations can be overwhelming. Are you managing growth or is it managing you? Is your current software solution simply adequate, or is it making a real difference to the way in which you manage your business?

VAST Multi-Store gives you the tools to ensure that your customers get consistent pricing and service throughout your organization. Making company-wide changes to pricing, products and a variety of controls and parameters is easy with VAST Multi-Store.

Key features

- Quickly and easily build service packages, add technicians, and perform a host of other maintenance functions without repetition
- Controlled access to all maintenance and back office functions with multiple levels of security
- Centrally establish budgets and key product sales objectives for each store, with both store and back office monitoring of results vs. goals
- Flexible built-in pay plans, labor productivity analysis, and earnings reports
- Centralized franchise and ad co-op reporting
- Centralized customer service history lookup
- Create messages unique to a customer, which automatically display in POS when they come in for service. Using tools provided within VAST, you can load mass quantities of parts and tires

> *"Within ten days I could see how VAST would pay off in the long run."*
>
> Tom Pfau
> **Meineke**

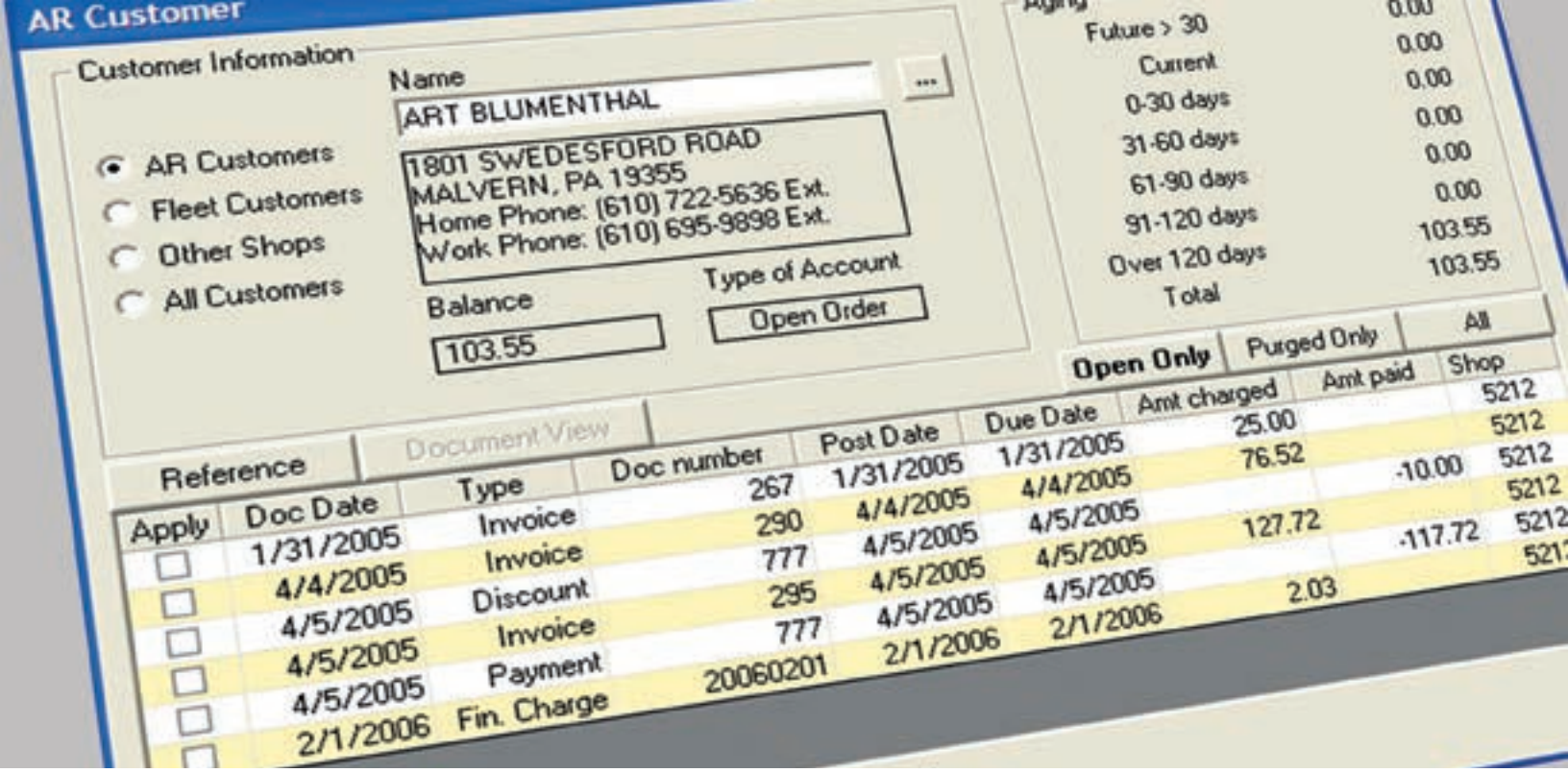
Manage Inventory and Control Outside Purchases

By far, the cost of goods represents one of the most critical areas of expense in a tire and service business. It's also the area where our customers have saved themselves the most money when using VAST Multi-Store

VAST Multi-Store's purchasing module lets you manage your inventory based on sales history, and automatically adjusts the ideal stocking quantities to maximize inventory turns and minimize outside purchases. It takes into account overstock items recommended for transfer, buys designated products from least cost vendors, and connects to suppliers for electronic transmission.

Key features

- Real time ability to view multi-location inventory at each store and the back office
- Real time generation of transfer transactions to move parts and tires within your enterprise and avoid costly buyouts
- Download new product / price updates from suppliers, automatically add them to VAST Multi-Store, reset selling prices, update VAST POS store systems, and track sales history
- Ensure that cores are returned to suppliers by tracking them in exception reports
- OPO costs and vendor data seamlessly flow from the electronic supplier transaction at store level into VAST Multi-Store for audit
- Track outside purchases not installed on a vehicle to detect and deter theft, or correct simple oversight



Keep a Constant Pulse on Your Financials

VAST and Microsoft Dynamics GP (Great Plains) combine to provide a seamless enterprise solution with accurate data reporting from POS invoice through P & L

Whether you have three, thirty, or three hundred warehouses, VAST Enterprise will improve communication among all levels of management and personnel. Ensure that everyone in all distribution centers have the same information needed to maximize profitability, implement corporate policy and best practices, and achieve goals.

Key features

- Consolidated 'accounts receivable' system supports fleet, commercial, wholesale, and miscellaneous house accounts tied to the VAST Enterprise systems for credit authorizations and ROA
- Flexible posting rules allow you to control how financial transactions are posted to the GL
- Microsoft Dynamics GP (Great Plains) provides seamless integration for General Ledger and Accounts Payable
- Quickbooks integration for General Ledger supports multiple companies and/or profit centers
- Data import/export from VAST Enterprise available for integration with third party accounting, warehouse, and back-end systems
- MAM Software is committed to delivering application and e-commerce software that can be integrated quickly and easily with other software that you may wish to retain or purchase

"The VAST system has really helped us to grow revenue and create a more intimate relationship with our customers."

Josh Porter
Hawaii Tire Company

Profit from New Revenue Sources

MAM Software continues to add new features to its software and e-commerce applications, designed to help our customers increase revenue and profits

Tire and auto service customers look at more than just price when choosing a service facility. They look for someone they can trust and someone that offers the best products and service for the money. Having the right tools to do the job is extremely important to you and your customers. MAM Software understands this and is committed to working hard to earn your business by offering top notch service and the right tools to get the job done. We apply stable and leading edge technologies in the development of our products. See why other major industry leaders have decided to switch to MAM Software's suite of products to gain a competitive advantage in the market.

Key features

- MAM Software's B2B module will facilitate on-line sales to local car dealerships and small service garages
- Tap into the huge fleet and commercial market by addressing their special service needs, data capture rules, contract pricing, and billing procedures
- With MAM Software's B2C module, customers can place orders and request appointments
- Increase revenue while building customer loyalty with targeted email and print service and maintenance reminders, or export to 3rd party mailing programs such as CustomerLink, Mail Mark or Bluewater

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