



ACCELERATE FIXED OPS PERFORMANCE

Spend Less Time with Paper—More Time with Cars.

SMART CHANGE STARTS HERE.

 CANON SEE IMPOSSIBLE

WHAT IF....



WHAT IF you could reduce the expense of printing, scanning, and shredding documents?

WHAT IF you could provide real-time service updates to a customer without ever putting them on hold?

WHAT IF you could minimize or avoid chargebacks associated with missing audit information?

WHAT IF you could service a vehicle without generating a large volume of paper?

WHAT IF you could help increase service revenue by increasing bay turns?



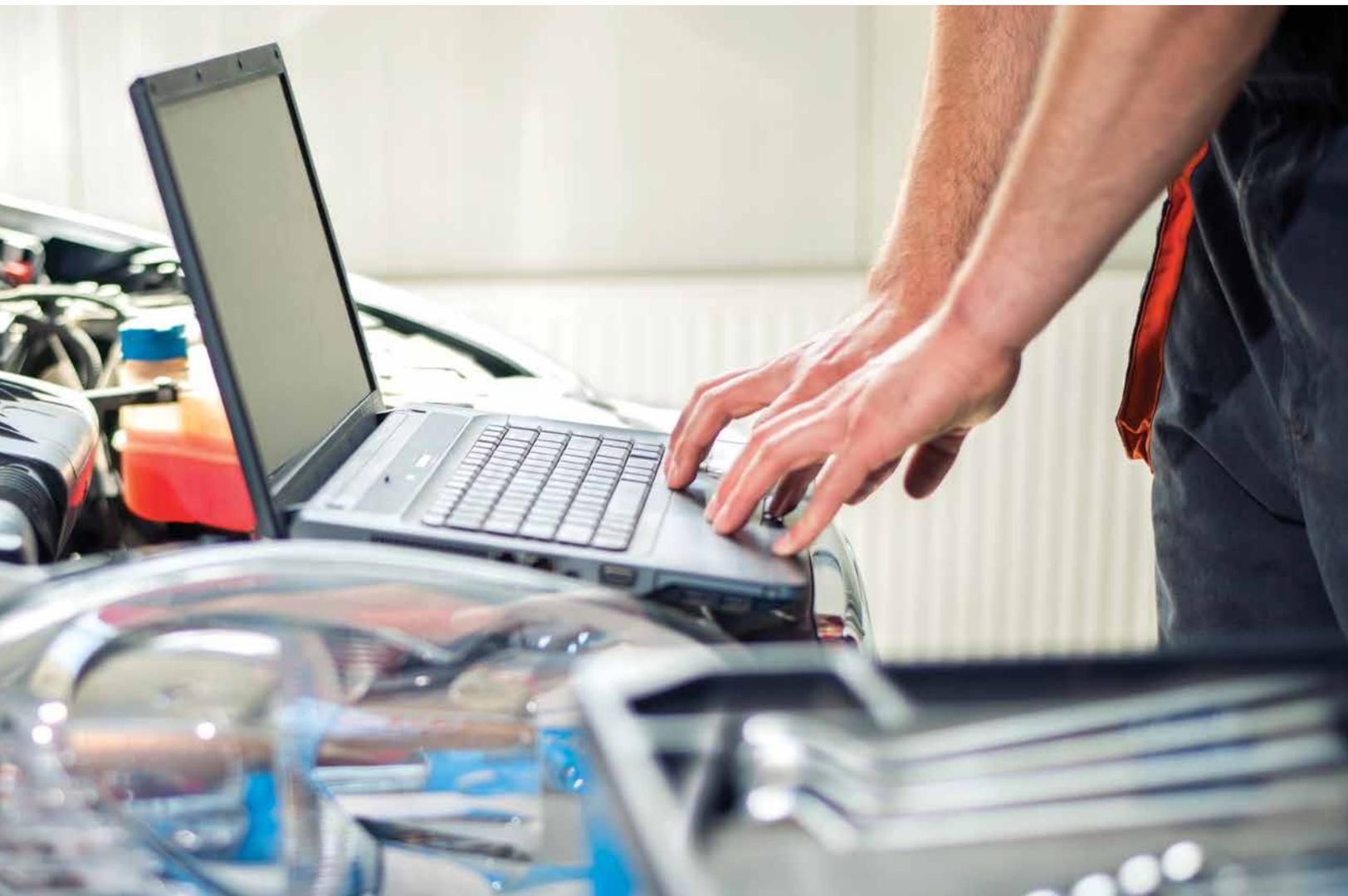
CANON'S IDEAS WITH SAFE™ TECHNOLOGY CAN TRANSFORM YOUR PAPER INTO TIME AND MONEY

IDEAS is a subscription-based software solution designed to help automotive dealers transition their fixed operations from a paper-based process to a paper-free process.

There are many print-and-scan solutions on the market today that promote themselves as a “paperless” solution, but no other solution has our unique Scanless Automated Filing Engine (SAFE™) technology.

SAFE captures and transforms all document data electronically, in real time, nearly eliminating the need for dealer personnel to print and handle paper, or to scan documents in order to archive them.





WHAT IF YOUR TECHNICIANS WERE WORKING ON VEHICLES INSTEAD OF PUSHING PAPER?

TECHNICIAN PRODUCTIVITY

A study completed by an independent automotive consulting firm in 2012 that is still relevant today showed that reducing the need for technicians to process paper can save five to 10 minutes per repair.

IDEAS automatically captures documents from the following sources:

- Diagnostic System
- Manufacturer Communications Network
- Key Readers
- DMS
- Service Drive Tablets

Every dealer's business process is unique and the flexibility of IDEAS affords customization to fit every type of repair order document workflow electronically.

"Our techs can now focus on diagnostics and repairing cars, not handling paperwork, and vehicle turn is now 10 minutes faster. By condensing the repair time per vehicle, we are able to get another customer in more quickly, and in most cases out the same day."

- Chris Previtere, Service Director for Center BMW



MITIGATING AUDIT RISK

IDEAS provides dealers with the following benefits when mitigating audit risk:

- Helps reduce human error from faulty document scanning and misfiled paper
- IDEAS Audit Prep feature enables assembly of requested RO document sets immediately
- Complete warranty claim documentation helps reduce expensive chargebacks

“Having IDEAS is the difference between me paying my OEM and my OEM paying me! Because documents are captured electronically from the source and validated before an RO is closed, the integrity of the archive is reliable due to the vast reduction of human error.”

- John Mantione, Vice President and General Manager for Fields Auto Group



COST REDUCTION

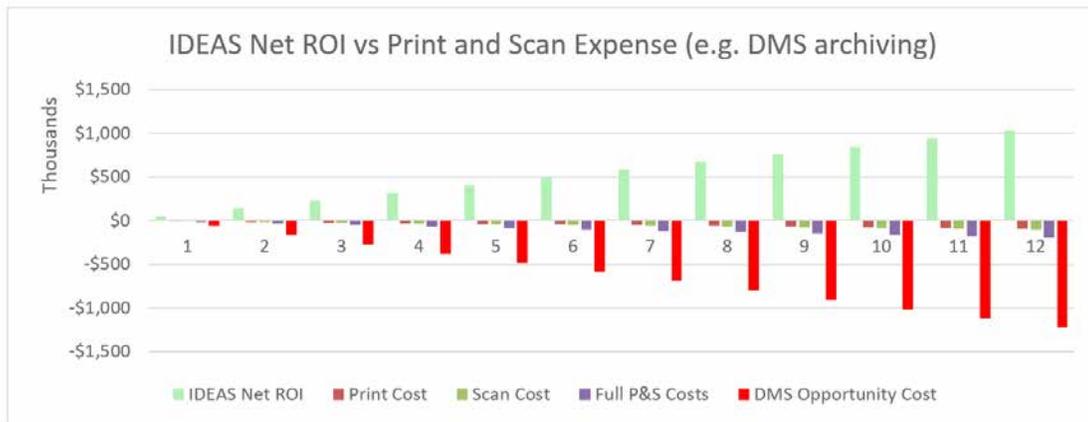
IDEAS is a business process improver and can help you reduce the cost of doing business.

How much do you spend annually on ink and paper alone? Reducing inefficient printing has the following advantages:

- Helps reduce waste
- Helps ensure printed customer and dealer sensitive information doesn't inadvertently fall into the wrong hands
- Helps meet your environmental goals with lower paper usage

IDEAS vs Print-and-Scan Solutions

Most of the paper in service is generated outside of the DMS. Other traditional archiving solutions do not affect a reduction in printing and simply add a scanning expense. The green bars are the anticipated benefit from IDEAS, and the red bars add the new print-and-scan expense of a traditional archive to the opportunity loss.



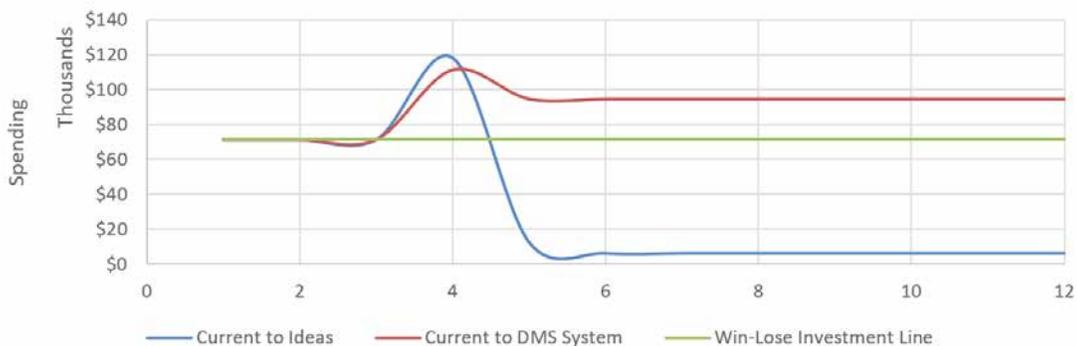
Cost Curves, IDEAS vs Print-and-Scan

This chart models an example of a current store's document printing and handling costs (green Win-Lose line) against the two possible approaches to archiving. Any ongoing expense above the green line is a loss; this indicates new, added net expense to your operations. An ongoing expense below the green line is a net saving. The peaks in the lines indicate the outlay for initial costs and implementation.

The blue line is IDEAS. This month-over-month savings is represented as a trend in the ROI charts above.

Is it worth the cost of NOT moving to IDEAS?

Cost Curves of Printing and Handling Fixed Ops Documents Current State to IDEAS vs Current State to DMS Archive



This ROI estimate was calculated using the average implementation of IDEAS with consideration to specific dealership requirements; however, the delta between IDEAS and a traditional DMS archive solution will proportionately persist. Your results may vary.





LABOR

A study by the Association for Intelligent Information Management (AIIM) found that companies spend \$20 to \$120 in labor to find a misfiled document, and \$220 in labor to reproduce a lost document.

Transitioning to a paperless business process can help produce a very impressive ROI.

Overall, IDEAS helps reduce labor costs in several ways by reducing time spent:

- Managing paper instead of repairing vehicles
- Filing and retrieving paper documents from file rooms and other departments
- Searching for misplaced documents
- Collecting required documents for a warranty audit

“We have eliminated the need to have a file clerk.”

- Pat Hubert, General Manager, Fields Volvo





INFORMATION SECURITY AND COMPLIANCE

Information Security

Because IDEAS is fully electronic, information travels securely throughout your organization electronically and not physically. Benefits include:

- Better control
- Appropriate access and permissions
- No physical files

“IDEAS has allowed us to eliminate so many file cabinets full of documents, so now they are no longer a security risk.”

- Rob Oteri, IT Director, Center Automotive Group



Compliance

EXTERNAL

By nature of the SAFE technology, you can rely on the integrity of your document archive to assist with manufacturer and government documentation requirements. In the event of litigation, it can help produce specific documents that you have saved in a timely fashion.

INTERNAL

IDEAS can help management monitor employee compliance with company policies and protocols and ensure that all service activity is documented and accounted for correctly. The Canon solution can help dealers comply with various governmental archiving standards.

BENEFITS OF ELECTRONIC OVER PAPER FILES

- Location—usually filing cabinets are in the parts department, which is both unsecure and can be messy
- Limited organizational structure
- Difficult to secure user access
- Documents can be easily lost
- Finding documents takes more time, especially for audits
- Documents may not be protected from the weather or disaster
- Limited back-up

COST IMPACT AREAS

In Print & Scan workflows, a partial electronic warranty archiving system helps to minimize human error and optimize document retrieval. But that efficiency can come at a substantial additional cost.



- 1. LOST PRODUCTIVITY AND SERVICE REVENUE LOSS:** The Print & Scan workflow model has practically no positive productivity impact on your service department. Similar to the Paper-Based model, the time that service advisors and technicians spend printing and managing documents is time that they can be taking care of customers and fixing cars. Again, this will likely result in lost revenue and have a potentially negative impact on CSI scores.
- 2. EXCESSIVE PRINT COSTS:** Similar to the Paper-Based model, because you are still printing documents from multiple sources, the cost of toner, paper, and printer downtime remains status quo.
- 3. SECURITY RISK!** Similar to the Paper-Based workflow model, manual document handling can create a risk environment for security breaches. Documents that manually travel throughout the service process are at risk of being lost. In addition, unsecured documents containing customers' personal information can expose your business to liability.
- 4. ADDITIONAL LABOR COST:** Because all documents must be scanned in order to be converted into an electronic archive, labor costs of dedicated scanning personnel are now introduced to an already expensive process.

PROFIT IMPACT AREAS

Now look at the Intelligent Dealer Electronic Archiving System (IDEAS) workflow. The IDEAS Scanless Automatic Filing Engine (SAFE™) technology ensures that not only are documents captured and delivered directly to the archive server automatically,



- 1. HELP INCREASE PRODUCTIVITY AND POTENTIAL REVENUE GAIN:** Under the Virtually Paperless workflow, there is less printing and handling of documents. As a result, service advisors and technicians spend less time checking in customers for service and are available to repair more vehicles per day. This could help exponentially increase service revenue. Additionally, less time spent in the dealership helps reduce loaner cars, improves customer satisfaction, and potentially improves customer CSI scores.
- 2. HELP REDUCE PRINT COSTS:** Document printing is now significantly reduced and consumable and maintenance costs for copying and scanning equipment are also reduced.
- 3. HELP REDUCE LABOR COSTS:** Scanning is now significantly reduced, leaving only extraneous handwritten documents and signatures to be scanned. In this model, you gain the option to scan in near real-time as transactions are closed. This can save you the labor costs associated with batch scanning.
- 4. POTENTIAL PROFIT INCREASES:** Areas once dedicated to storage can be transformed into profit centers, such as retail space selling aftermarket products, apparel, vehicle accessories, etc.



5. SECURITY RISK! In this model, you are still printing documents and incurring the associated costs. Since you can't scan documents until an RO is closed, they should be securely stored until they are scanned. Similar to the Paper-Based workflow model, the Print & Scan model can rob you of the opportunity of allocating that space toward revenue generating activities. More importantly, if those documents are not securely stored and are floating, the potential of document loss is heightened and can also present a security risk.

- 6. NEW THIRD PARTY SERVICE COST:** Once scanned, documents can be disposed. However, due to the sheer volume, third party bulk shredding services are now likely required and become an additional expense.
- 7. POTENTIAL LOST REVENUE:** Digitizing documents can certainly help improve document retrieval capabilities and reduce the need for storage; however, scanning is still a manual process that requires skilled human interaction, and thus the possibility of error. Flawed records due to inaccurate scans can mean incomplete warranty archives and can result in an unsuccessful audit wrought with significant chargebacks.

but prior to delivery, they are indexed and validated against the RO, ensuring complete document sets. This workflow also provides more efficient search and retrieval of warranty documentation for claims processing and audits.



5. HELP REDUCE COST FOR THIRD PARTY SHREDDING SERVICES: In the Virtually Paperless model, the need for shredding has been reduced significantly because there is less paper.

6. LOWER SECURITY RISK: The Virtually Paperless workflow model creates a minimized print environment that helps significantly reduce the risk of a security breach. Documents from multiple sources are captured and delivered directly to the secured IDEAS archive server, reducing the potential of exposing confidential customer information, and thus severely limiting the possibility of dealership liability.

7. POTENTIAL PROFIT INCREASE: Because most documents are captured and archived in near real-time via our SAFE technology, opportunities to misplace documents are greatly reduced. The IDEAS Exceptions Reporting feature alerts dealer personnel when a required document may be missing. In addition, unlike the Paper-Based and Print & Scan models, service personnel can utilize the tools within IDEAS to see documents while the RO is open. With IDEAS, document access and retrieval becomes a matter of minutes, not hours or days. This helps lead to more successful manufacturer and warranty audits and fewer chargebacks—which in turn can mean more profit!

IDEAS is a subscription-based software solution designed to help automotive dealers transition their fixed operations from a paper-based process to a paper-free process. Canon Solutions America offers two affordable 36-month subscription plans.

ESSENTIALS EDITION features our SAFE technology for helping significantly reducing paper-based processes in Fixed Ops.

ENTERPRISE EDITION features our electronic document capture SAFE technology and our automated workflow engine which can help automate many routine paper and labor intensive business processes in F&I, Human Resources, and Contracts, to name a few.

The Canon logo is displayed in a bold, red, serif font.

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