

MESSAGE FROM MAURY

In this newsletter, I am going to cover two topics. The first is our Success Scorecard which we use to measure the positive impact that some specific XSELLERATOR™ functions are bringing to dealerships that use them. The second topic is the next version of XSELLERATOR (V4.80), which is due for general release this summer.

We have talked a lot in the past about Communicator, Make More Money (M3) and Sales CRM. What you may not be aware of is the measurement behind these high-value initiatives; our Success Scorecard:

Success Scorecard Metrics Snapshot

Communicator – [click here for more info:](#)

Dealerships using: 138 Percent of our customers: 48%
Messages in Feb: 187,840 (9,223 per day) Year over year message growth: 340%

Make More Money (Vehicle Inspection Process only) – [click here for more info:](#)

Dealerships trained: 41 Percent of our customers: 16%
Feb average incremental customer pay revenue: \$60,957 per dealership
Total incremental customer pay revenue: \$2,499,235 all trained dealers

Sales CRM –

In pilot with 8 dealerships – scorecard metrics in development for Q2 2015



The best way to get Communicator and Make More Money (M3) implemented in your dealership is to have us train you on-site at your dealership. From January to March of 2015, we will have completed 31 on-site training visits versus 49 on-site visits that were conducted in all of 2014. We have become quite proficient at working with dealerships to maximize their use of these tools and accomplish specific goals when we come on-site.

Attention Canadian customers - Did you know under the new government training program that the onsite training visits can qualify to cover most of the cost of the training?
[click here for more information.](#)

XSELLERATOR Version 4.80 has something for everyone in the dealership. In my next webcast I will actually show you 8 different new features – here are just a few of them:

- Electronic signature capture for both parts and service – you will be able to have your customer electronically sign documents on a tablet or on a signature pad attached to your workstation.
- With Communicator and V4.80, you can send text messages to your customer that contain a hyperlink so that they can view your dealership's invoices or quotes (like email attachments).
- Sales CRM – I will preview the all new Sales Planner window and other great enhancements to our Sales CRM functions. By using our integrated Sales CRM, we could save you a lot of money if your dealership is using an expensive 3rd party CRM application!

Please join me for our webcast on April 21st where I will cover 8 of the new features coming in XSELLERATOR V4.80
it is free to join in! To register for the webcast, click the links below.

Sincerely



Maury Marks
President & Chief Executive Officer



next webcast with Maury

JOIN US Tuesday, April 21, 2015

~ new features coming in XSELLERATOR V4.80 ~

Canadian Customers @ 10:00 am MDT
9:00 am PDT / 10:00 am CST / 11:00 am CDT
12:00 pm EDT / 1:00 pm ADT / 1:30 pm NDT

USA Customers @ 1:00 pm MDT
Noon PDT / 2:00 pm CDT / 3:00 pm EDT

CANADA CLICK HERE TO REGISTER

USA CLICK HERE TO REGISTER

XSELLERATOR Quick Tip...

Did you know ...in XSELLERATOR you can create a PDF image of almost any window? For example, when in the Vehicle Inventory List window you can hold the control key on your keyboard and then click the Z button to open the Documents and Website Selection list. Clicking on the Create PDF button will generate a PDF of the Vehicle Inventory List window and display all of that information. This is a great tool for your sales staff to quickly get a printout each day of all "in stock" vehicles. It can be used as a quick reference when on the sales floor talking to customers. You can also do this same function when inside a vehicle profile.

Provided by Grant Walsh, Support Services



Meet MANDY WHELAN

Mandy is Quorum's new Customer Service Specialist. You can be sure that at some point you will be talking to her as her responsibilities range from handling quotes for all add-ons, peripherals and licensing, as well as maintaining our QStore catalogue and coordinating 3rd party data feeds! Since graduating from Memorial University in 2006 with a Bachelor of Commerce (Co-op) degree, she obtained her Real Estate License in 2009 and then worked in the automotive and real estate industries (including in a dealership's F&I department). She originally joined Quorum in 2013 as a part of our support organization. For any inquiries on licensing, third party integration, or purchasing products through Quorum, Mandy can be reached by phone 1-877-770-0036 extension 343 or by email orders@quorumdms.com.



Details for this year's Quorum Customer Conference, targeted for Fall of 2015, will be available soon!

RECAP: NADA convention & expo 2015

Quorum had a very exciting NADA 2015 in San Francisco. We were delighted to see so many of you at the convention, and to get the opportunity to spend time with you.

Customers that set up an appointment with us received a utilization analysis specific to their store/group, as well as getting a sneak peak of new features to come. The utilization analysis showed detailed, dealership-specific data of XSELLERATOR usage along with comparisons to a similar size dealership or stores within their group.

For your chance to see what's new with Quorum, don't miss our next Webcast with Maury, scheduled for April 21st.



NETWORKING TIP...

Logging off your Quorum Server

In order to minimize printer and profile issues it is important that users sign off the server correctly each day. The following outlines the process for properly signing out of a Windows 2012 server.

When signing out of Quorum, **do not click the X** in the top right corner of your screen.

The best way to log out is:

1. Press the Windows key (on the keyboard's bottom left with the MS Windows logo)
2. Then, click on your name (top right corner of the screen)
3. Next, select Sign Out.

For Windows Server 2003 environments select the Start button, and click Log Off.

Following this process daily will help to minimize profile issues, and could eliminate some printer problems.

WELCOME TO OUR NEWEST CUSTOMERS

Yorkton Toyota - Yorkton, SK

Castlegar Toyota - Castlegar, BC



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