

MESSAGE FROM MAURY

In this article, I want to highlight some of our 2019 product initiatives. At the bottom of the newsletter are links to register for my webcast on April 17th, 2019. In the webcast I will preview many of the items that are mentioned in this newsletter.

XSELLERATOR™ Core DMS (sales, service, parts and accounting) – we continue to focus on monthly releases of new versions of XSellerator. We have learned that the smaller versions are easier to test, easier to understand and we will be able to get changes to dealerships faster vs. waiting for 7 or 8 months for a change that is in a larger version release. Our focus will continue on QCards, version release notes on the DRC, dealer web casts and eQUIP to help you understand and utilize the changes that we are making. Additionally, we are endeavoring to even further improve internal and pilot testing of new versions prior to release.

Sales CRM – The XSELLERATOR Sales CRM is embedded within the DMS, thereby negating the need to purchase expensive add-on 3rd party Sales CRM applications with loose integration. It is fully mobile-enabled (runs on phones, tablets, etc.). Our plans for 2019 are:

- A new version of XSELLERATOR Sales CRM Sales Planner web app (it is already in pilot dealerships).
- Autovance Desk – the deskings solution that is part of the XSELLERATOR Sales and CRM process is now in pilot for US dealerships, and will be released soon.
- Autovance Menu – exciting new functionality for Canadian dealerships that will be available later in 2019 that will help maximize F&I product sales.
- New "Lead Generator" functionality – generates multiple types of sales leads including positive equity leads (powered by Black Book trade values). We are activating it for pilot dealerships in March.

VIP (full Service Lane) – XSELLERATOR VIP is a robust service lane system (including walk-around and tech inspections, maintenance menus, quoting, declined ops, etc.) that allows dealerships to have a Service Lane solution that is a part of the DMS, negating the need to purchase expensive add-on 3rd party Service Lane applications. It is fully mobile-enabled (runs on phones, tablets, etc.). Our plans for 2019 are:

- New Maintenance Menu functionality, with a professional customer presentation, that is designed to increase sales of Menu services. This is now available for all dealerships.
- New Vehicle Condition Report (VCR) that features improved presentation of vehicle condition reports and quoted repair prices to customers. This is also now available for all dealerships.
- Several other new features and functionality that will be released later in 2019.

Communicator – Communicator is an integrated email/text/instant message tool that is part of the XSELLERATOR DMS, Sales CRM and VIP solutions. Again, eliminating the need for loosely integrated expensive 3rd party tools. It is fully mobile-enabled (runs on phones, tablets, etc.). Our plans for 2019 include:

- New version of the Communicator user interface – integrated email/text/instant message tool that dramatically improves communication with dealership customers and internally with dealership staff. This is currently in the first pilot dealership.
- New Communicator plugs-ins that will be released later in 2019.

As I mentioned above, my next webcast for our dealership customers is on April 17th, and I invite you to register using the links below.

Sincerely,



Maury Marks
President & Chief Executive Officer



next webcast with Maury

Wednesday, April 17, 2019

USA Customers @ 10:00 am MDT
9:00 am PDT / 11:00 am CDT / Noon EDT

Canadian Customers @ 1:00 pm MDT
Noon PDT / 2:00 pm CDT
3:00 pm EDT / 4:00 pm ADT / 4:30 pm NDT



Register Here



Register Here

Remembering our dear friend Ron Malone



The entire Quorum family is saddened by the sudden and unexpected passing of our North American Sales Manager, Ron Malone.

It is with heavy hearts that we remember Ron and his many contributions to Quorum, and as a friend, mentor and relentlessly passionate professional.

Many of you have interacted with Ron during his 7+ years with Quorum. You likely enjoyed talking with him (we all did!) and hearing his stories, his deep belly laugh, and the way he made you feel like an old friend just minutes after meeting him. We know how much he loved speaking with you, seeing you as he visited your stores or at NADA, and how dedicated he was to making sure your XSELLERATOR DMS was working optimally for your team. His passion was true and ran deep and he sincerely cared about everyone in which he came in contact.

While Ron may not be with us physically anymore, the contributions he made to Quorum will long live on in the hearts and actions of each of us.

*Goodbye friend
You will be missed*



XSELLERATOR TIP

XSELLERATOR has the built-in ability to drill down to different windows to update and/or view information. For example, within the Vehicle Sales Worksheet the F&I History button allows the employee to display previous customer Sale IDs, along with Date Sold, Sale Type and Vehicle information. It will also show any purchased warranties, insurance, protection items and optional equipment, including the amount spent on these items. The F&I History Breakdown allows the employee to view Selling Price, Cost and Gross from the prior sales. This is great selling tool for employees! If the customer purchased a product before, many will purchase the products again on their new vehicle. This also informs the dealer of possible refunds from warranties and insurances that can be applied to the new sale.



X S ELLERATOR

CUSTOMER SOLUTIONS corner**DID YOU KNOW?**

...that Quorum is one of the very few Platinum Level Certified providers for GM Service Lane (MRO)? Quorum's DMS integration to GM Service Workbench has been a large undertaking, and the convenience and efficiency that it provides for our Dealership customers is unmatched, even by GM themselves!

Dealerships who use Quorum's solution for MRO experience a singular process within XSELLERATOR. This process was designed to optimize your time with the customer. It allows you to gather all required information in a short period of time and can be completed directly from a tablet in your Service Drive Thru!

HOW DOES THIS WORK?

Through the use of Quorum's solution, work orders are created, vehicle inspections completed, Maintenance Menus are presented, sales and declines are recorded, and service quotes are created and presented to your customers during their visit to the Dealership. All of this information is then automatically submitted to GM to fulfill the Dealership MRO requirements. Quorum's solution has resulted in huge increases in Fixed Ops revenue for those Dealerships who follow Quorum's training process.

**SOUNDS TOO GOOD TO BE TRUE?**

Call to speak to one of our Customer Solutions Consultants for more information and to schedule a demo today!

1-877-770-0036 Ext 520CustomerSolutions@QuorumDMS.com

NETWORK TIP**WHAT IS CLOUD COMPUTING?**

These days everyone is talking about The Cloud. Where, exactly, is this place? In the past, a picture of a cloud was used to represent the Internet. Is The Cloud the Internet? The answer is yes, sort of.

Cloud computing is the use of remote servers hosted on the Internet. Cloud computing allows users to access a shared pool of computing resources (such as networks, servers, applications or services) on demand and from anywhere. Users access these resources via a computer network instead of storing and maintaining all resources on their local computer.

Cloud Computing means using the computer of a Cloud Service Provider (CSP) to store and access data and programs over the internet. CSP's invest heavily in equipment, software and applications and then sell the use of these to their customers. Some examples of CSP's are Microsoft Azure, Google Cloud Platform and Amazon Web Services (AWS).

**WELCOME TO OUR
NEWEST CUSTOMERS**

Experience Hyundai
Charlottetown, PEI

Subaru of Charlottetown
Charlottetown, PEI

Discover KIA
Charlottetown, PEI

Moosomin Chrysler Dodge Jeep Ram
Moosomin, SK

Lakeland Chevrolet Buick GMC
St. Paul, AB

Heritage Chevrolet
Battle Creek, MI

Royal Chevrolet Buick GMC
Coldwater, MI

Dennis Chevrolet
Corner Brook, NL & Stephenville, NL

QSOLUTIONS CALENDAR

Interested in learning more about the additional products and solutions Quorum offers? Interested in learning more about our partner integrations? Check out the QSolutions calendar on the DRC for dates & times for upcoming QSolutions webinars and register to attend these events at no charge.

