



**ELECTRONIC
ARCHIVING.**
THE REAL STORY.

**SPEND LESS TIME WITH PAPER—
MORE TIME WITH CARS.**

Canon
CANON SOLUTIONS AMERICA

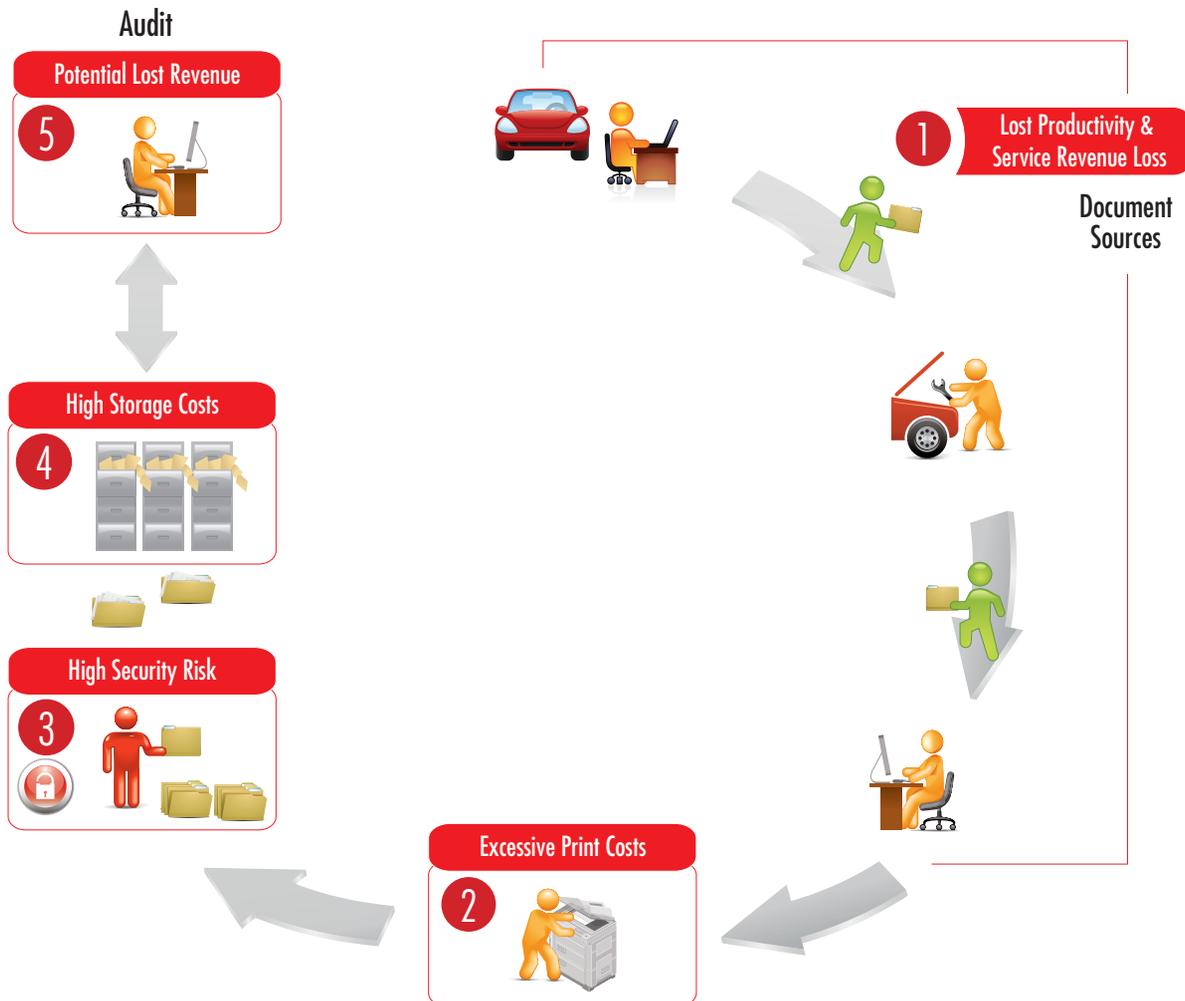
IDEAS
Intelligent Dealer Electronic Archiving System

NOT ALL ARCHIVE SOLUTIONS
ARE CREATED EQUAL.



PAPER-BASED WORKFLOW—Costs You Money

Your Service and Warranty Claims departments may resemble virtual paper mills, generating volumes of paper on any given business day. Let's examine the cost impact areas.

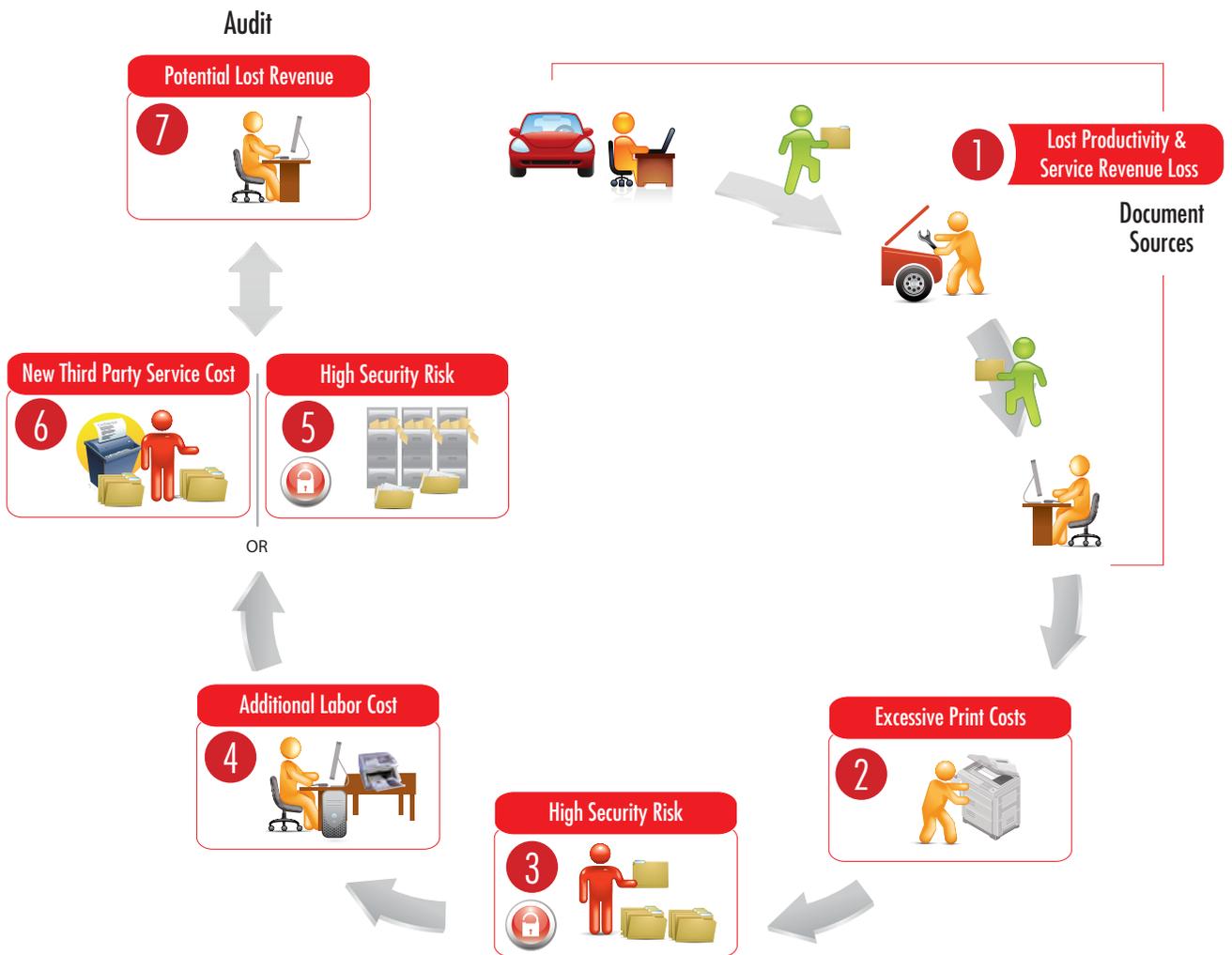


COST IMPACT AREAS

- 1. Lost Productivity and Service Revenue Loss:** This area can have a negative impact on your business and represent lost service revenue and lower Customer Service Index (CSI) scores. Customers at most franchises can experience extended check-in times for service due to the time that Service Advisors have to spend printing and managing paper. An independent industry study found that in some franchises, Service Advisors and Technicians could spend up to 10 minutes per RO printing and handling paper.
- 2. Excessive Print Costs:** Since you are printing documents from multiple sources, the cost associated with paper, toner, and printer downtime is typically significant.
- 3. High Security Risk!** *Manual document handling can create a high risk environment for security breaches. Unsecured documents containing customers' personal information can expose your business to serious liability.*
- 4. High Storage Costs:** Storage can rob you of precious space in your building, preventing it from being allocated toward revenue generating activities (retail area, showroom expansion, etc.), and off-site storage is typically both expensive and inconvenient for document retrieval.
- 5. Potential Lost Revenue:** The physical handling of documents invariably increases the likelihood of human error. Misplaced documents can result in a loss of thousands of dollars in chargebacks due to an unsuccessful warranty audit.

PRINT & SCAN WORKFLOW—Costs You More Money

In Print and 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.

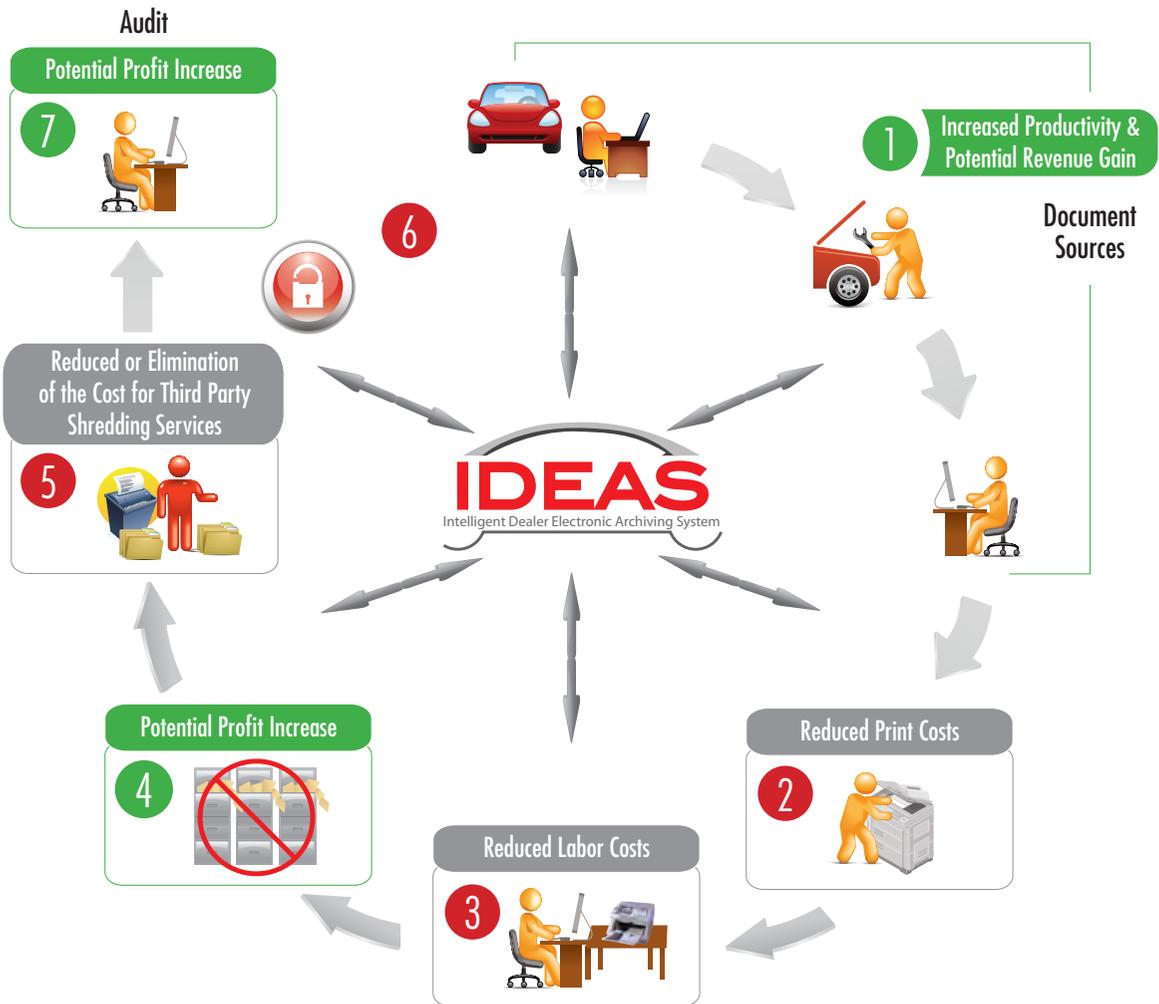


COST IMPACT AREAS

- 1. Lost Productivity and Service Revenue Loss:** The Print & Scan workflow model has 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. High Security Risk!** *Similar to the Paper-Based Workflow model, manual document handling can create a high 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 serious 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.
- 5. High 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 high 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 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.

VIRTUALLY PAPERLESS WORKFLOW — Saves You Money

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, 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.



PROFIT IMPACT AREAS

1. **Increased 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 exponentially increase service revenue. Additionally, less time spent in the dealership means fewer loaner cars, happier customers, and potentially improved customer CSI scores.
2. **Reduced Print Costs:** Document printing is now significantly reduced and consumable and maintenance costs for copying and scanning equipment are minimized.
3. **Reduced 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. **Reduced or Elimination of the Cost for Third Party Shredding Services:** In the Virtually Paperless model, the need for shredding has been reduced significantly.
6. **Low 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, minimizing 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 should lead to more successful manufacturer and warranty audits and fewer chargebacks—which in turn can mean more profit!

WHAT'S DIFFERENT ABOUT CANON'S IDEAS?

REAL-TIME DOCUMENT CAPTURE

Capturing documents as they are generated is at the heart of the Intelligent Dealer Electronic Archiving System (IDEAS) and is what differentiates it from other archiving solutions. The IDEAS Scanless Automatic Filing Engine (SAFE™) technology significantly reduces the need to print and scan documents from any source.

REAL-TIME REPAIR ORDER VALIDATION (NEW)

SAFE technology makes it easier to maintain complete warranty archives. The SAFE module automatically captures, categorizes and indexes repair order documentation, without the need to print and scan the documents. To ensure records are complete and accurate, all warranty documentation is automatically validated to ensure all the information required by an OEM is present before a repair order is committed to the archive.

With IDEAS, documents required for a multi-VIN audit can be retrieved in minutes, not hours or days. It also means that Service Advisors and Technicians can service more customers—repairing more cars per day, and resulting in more profits for your business.

REAL-TIME SERVICE INTELLIGENCE

IDEAS allows Service Advisors and Managers to monitor the status of any given repair that is in progress in real time. The benefits include improved efficiency, better quality control, and can improve CSI scores.

FLEXIBILITY

No matter what your environment is like, IDEAS is built to work with multiple business systems and multiple franchises.

NO TERM CONTRACTS

Except for annual software maintenance and support, there are no term contracts with IDEAS and no hidden fees.

MORE STORAGE CAPACITY—MORE HORSEPOWER

Canon's IDEAS utilizes a true document archive server that comes standard with three terabytes of storage space. It can be expanded up to seven terabytes. Want to work faster? You can add an additional Quad-Core processor to give you maximum processing horsepower.

VIEW A CUSTOMER TESTIMONIAL TODAY!
Visit paperlessIDEAS.net
or call 1-877-720-7380 for more information.



Canon's IDEAS is an approved Electronic Archiving System Solution.