What you need to know about

Connected Equipment

HUNTER
Engineering Company

Notes
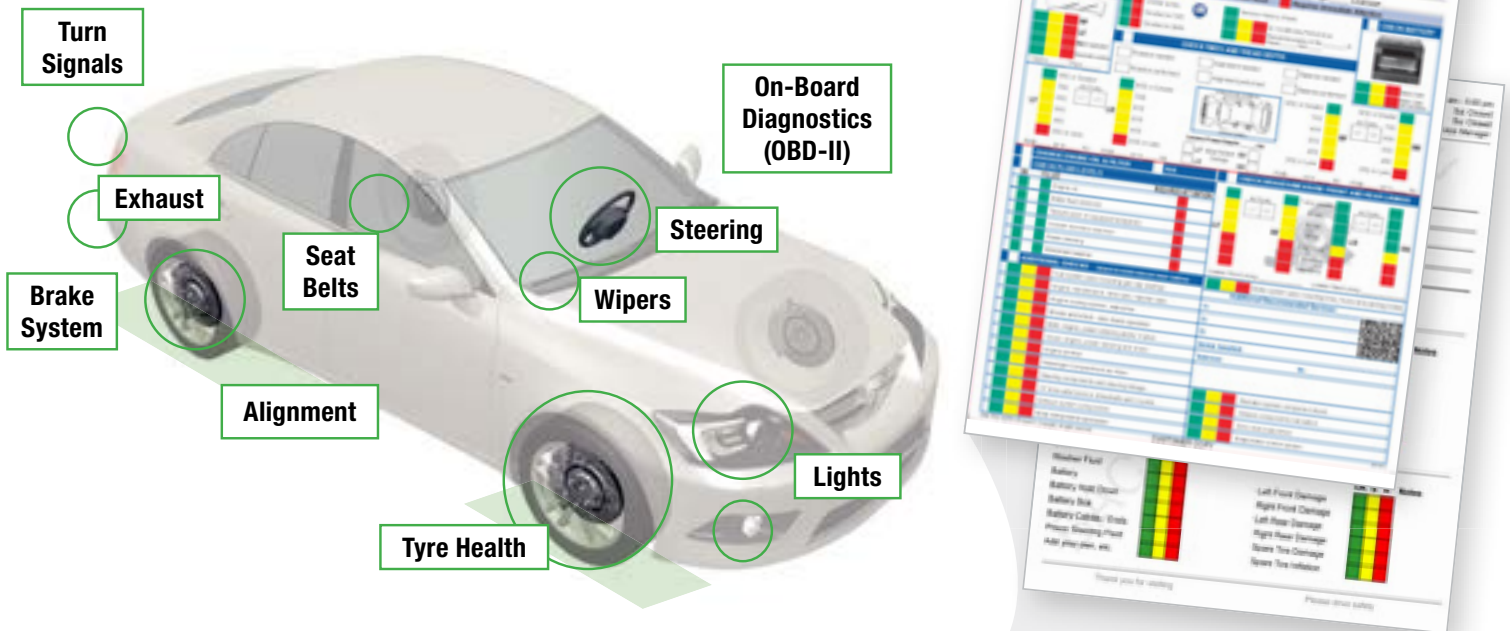
Table of contents

Basic Inspection Theory

Repair shops provide comprehensive vehicle inspections or **multi-point inspections (MPI)** as a safety service for customers. Multi-point inspections help vehicle owners prevent uneven or premature tyre wear, vehicle handling problems, increased steering effort, vehicle pull, steering vibration and higher fuel consumption by maintaining proper wheel alignment.

Inspecting every car that comes to the service drive helps shops increase revenue by revealing needed vehicle service or tyre replacement opportunities, however, traditional methods are often time consuming and out-dated.

Regular inspections are the best defense to keep a vehicle in top working order and maintain utmost vehicle safety. Manufacturers specify intervals for vehicle maintenance and inspection.

Multi-point inspections (MPI) include key areas of vehicle maintenance to ensure vehicles are functioning at optimal levels. **Also commonly referred to as vehicle health check (VHC).**

A TYPICAL VEHICLE INSPECTION WOULD INCLUDE

- Turn Signals
- Exhaust
- Brake System
- Seat Belts
- Alignment
- Tyre Health
- On-Board Diagnostics (OBD-II)
- Steering
- Wipers
- Lights

INSPECTION COLOR CODES

A typical vehicle inspection will assess the safety condition of many vehicle systems. Multi-point inspections reflect these assessments and use colors to indicate issues.

Red = Immediate service needed

Yellow = Service suggested

Green = Nothing needed, good-to-go

Basic Inspection Theory

Electronic Multi-point Inspection

Electronic multi-point inspection (eMPI) tools digitize the inspection process. These tools can also help shops easily connect with customers by maintaining historical customer data profiles to help build long-term customer relationships. Tools include methods for sending vehicle inspection results to customers via text or email.

ELECTRONIC MULTI-POINT INSPECTION

Repair Order (RO) Approval process

1

Digital inspection information used to create Repair Order (RO)
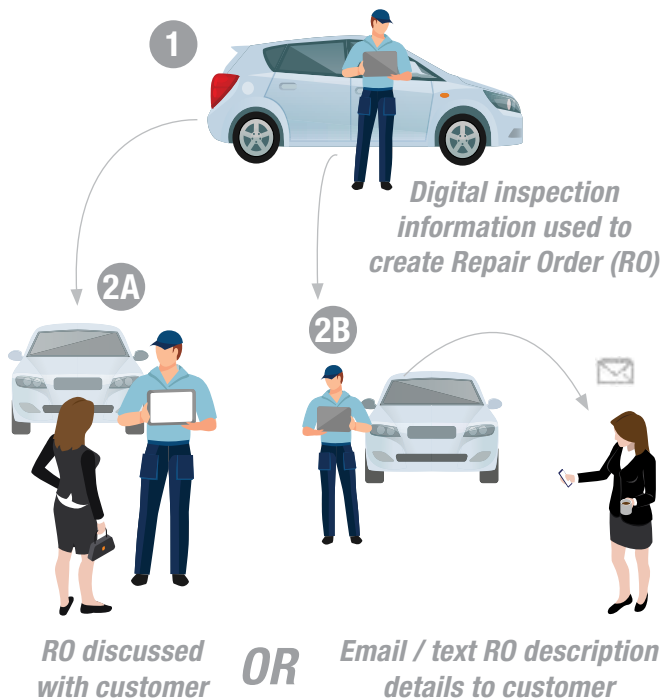
2A

2B

RO discussed with customer — **OR** — *Email / text RO description details to customer*

PAPER MULTI-POINT INSPECTION

Repair Order (RO) Approval process

1

Paper inspection information used to create Repair Order (RO)

2

Papers given to service writer

3

Let the back and forth phone calls begin

4

Service writer explains RO

Electronic multi-point inspection (eMPI)

✔ Electronic filing of reports available to multiple people

✔ Shop and customer share the digital information

✔ Process is more thorough

✔ Photo / video can be added to report

✔ Allows for data analysis and customer history

✔ Scheduling is built in for the next visit

✔ Clean without grease/dirt and legible text

Pros:
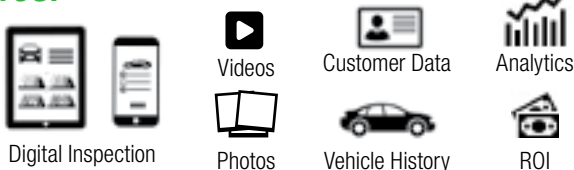
Digital Inspection · Videos · Customer Data · Analytics · Photos · Vehicle History · ROI

Paper multi-point inspection (MPI)
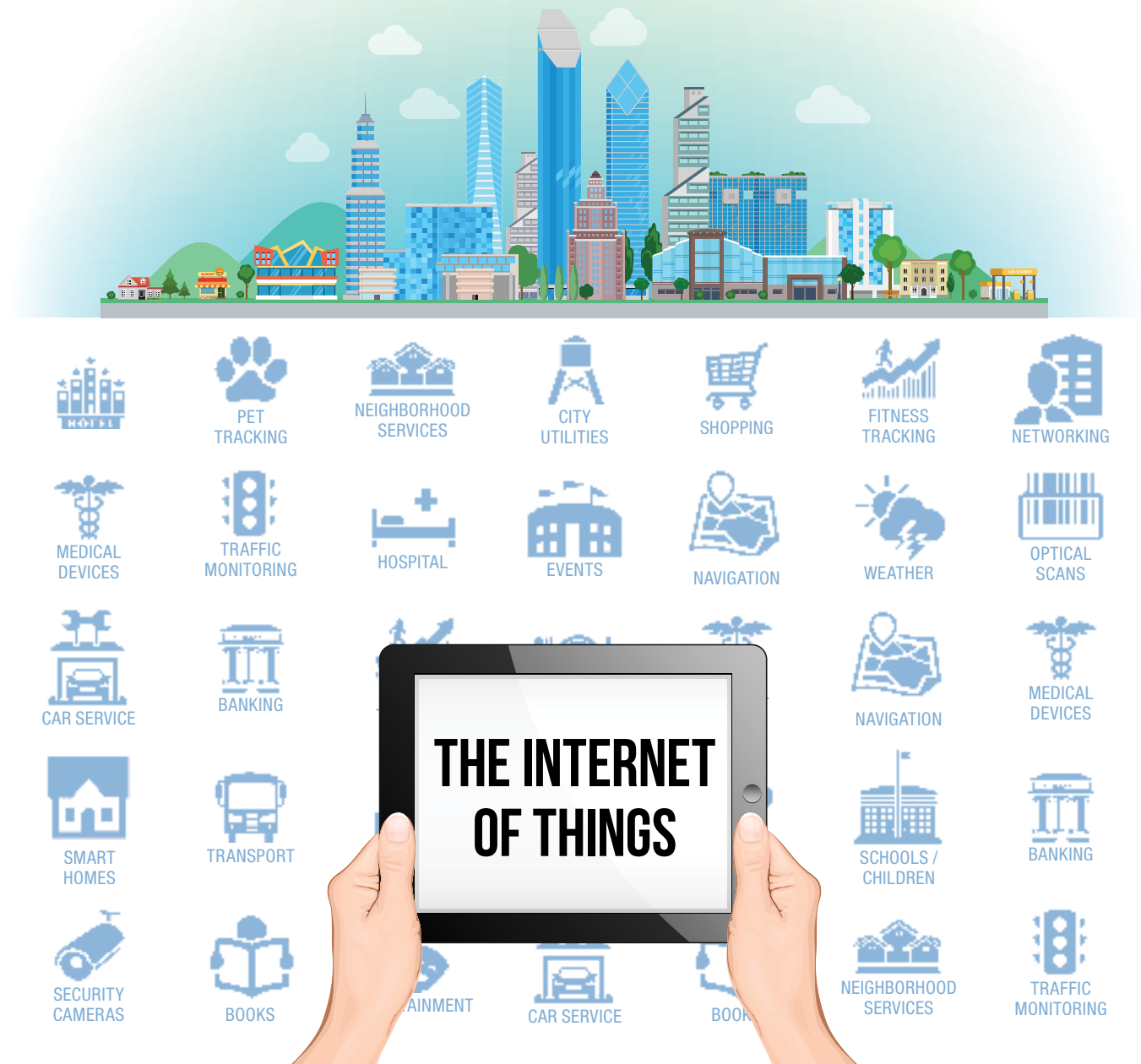
✔ Filing and analysis can take time or be neglected.

✔ Illegible handwriting, grease and dirt look unprofessional

✔ Long report response time

✔ No photos or videos

✔ No way to measure maintenance statistics

✔ Techs manually look up OEM recommended maintenance on a separate computer

Cons:

Time Consuming · Customer Data entered manually · Phone Tag · Limited Customer Education

Evolution of the Internet of Things

	PET TRACKING	NEIGHBORHOOD SERVICES	CITY UTILITIES	SHOPPING	FITNESS TRACKING	NETWORKING
MEDICAL DEVICES	TRAFFIC MONITORING	HOSPITAL	EVENTS	NAVIGATION	WEATHER	OPTICAL SCANS
CAR SERVICE	BANKING			NAVIGATION		MEDICAL DEVICES
SMART HOMES	TRANSPORT		**THE INTERNET OF THINGS**		SCHOOLS / CHILDREN	BANKING
SECURITY CAMERAS	BOOKS	...AINMENT	CAR SERVICE	BOOK...	NEIGHBORHOOD SERVICES	TRAFFIC MONITORING

The Internet of Things refers to the entire group of computing or "smart" devices that are connected via the Internet.

The Internet of Things is exploding. It is already made up of billions of devices – from minuscule microchips to mammoth machines – that use wireless technology to talk to each other, the Internet and us.

Most Internet of Things smart devices aren't your phone or found in your home – they are found in businesses. Why?

Smart objects give major industries, such as auto service, the vital data they need to track inventory, manage machines, save costs and increase efficiency.

The automotive service industry uses smart equipment to enhance processes by connecting shop owners, service managers, technicians and vehicle owners to the data they need.

Hunter's connected equipment gathers valuable data to help vehicle service providers and vehicle owners make informed decisions about vehicle maintenance.
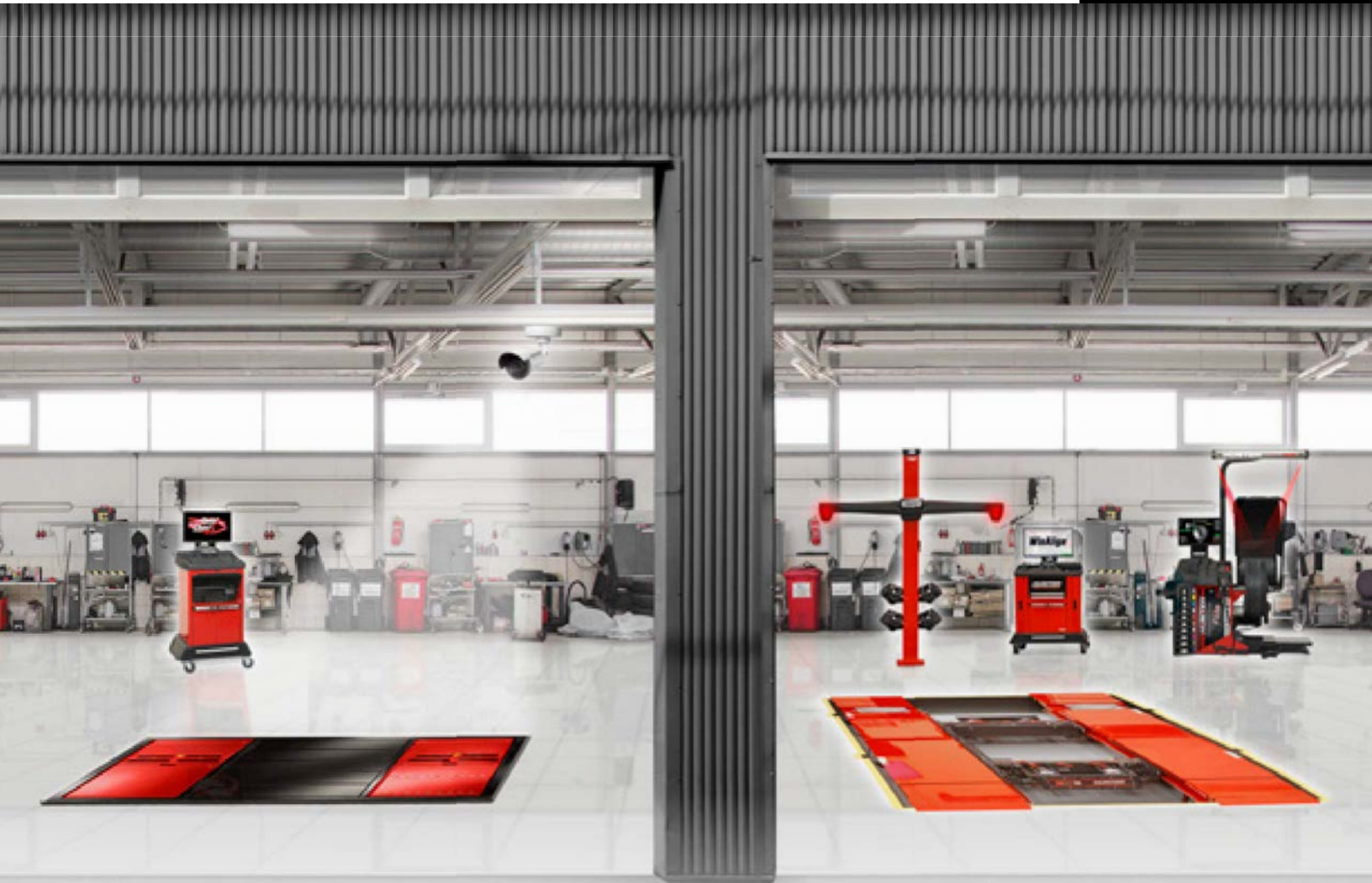
What is Connected Equipment?

Connected Equipment is smart equipment that sends data or networks with other equipment via the Internet.

Hunter Engineering manufactures cutting-edge connected service equipment like Quick Check, Quick Tread® and Quick ID that is able to communicate via the Internet, track and manage data and network with other smart equipment and software.

The Value of HUNTER Connected Equipment

Connecting inspection information to vehicle owners

Data gathered from connected equipment is integrated into the electronic multi-point inspection (eMPI) and auto-populated into the inspection report. This allows shops to operate more efficiently by eliminating the need for manual data re-entry and paper inspections.

The eMPI software stores the diagnostic results for safekeeping and easy recall. Service advisors can share the diagnostic results with customers from any device, any time, to pre-sell the work.

Hunter equipment identifies opportunity

The results provided by Hunter inspection equipment help secure more service authorizations with instant service and tyre recommendations.
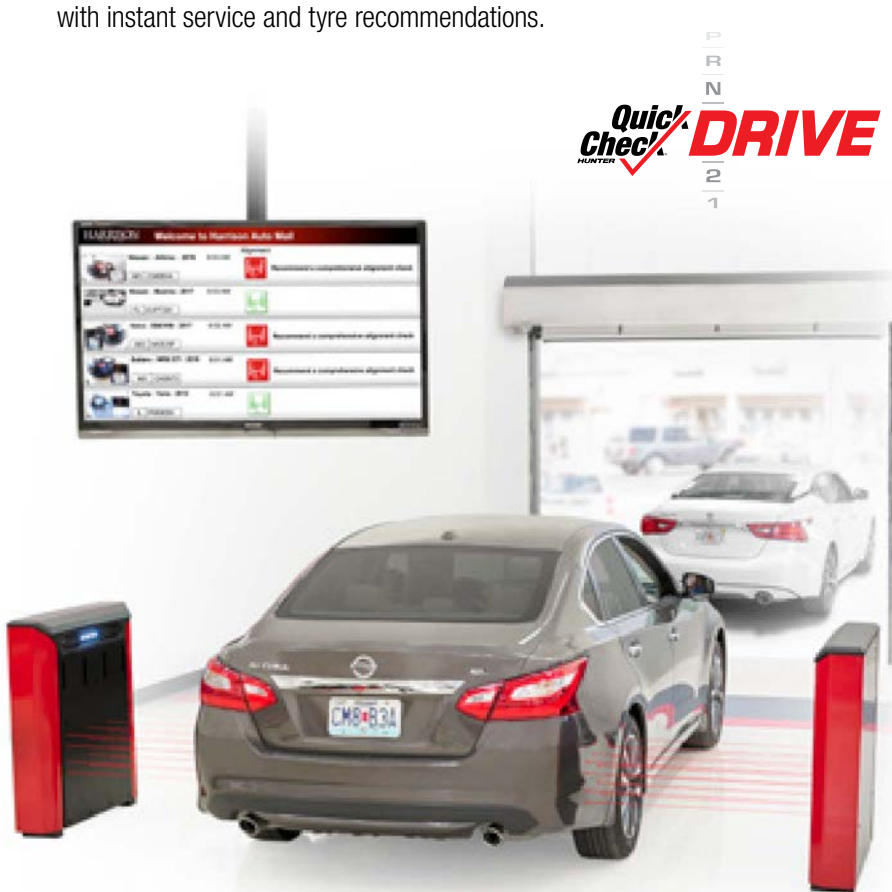
Touchless Alignment Inspection

Within seconds, total toe and camber for each wheel are measured and presented against OEM specifications. Pass/fail results indicate alignment service opportunity.

iSHOP — The Industry Standard

The Auto Care Association developed a single, open, worldwide standard for integration of automotive service equipment called iSHOP. (Formerly: Automotive Aftermarket Industry Association - AAIA.)

ISHOP is a set of computer interface standards that allow vehicle service equipment, management software, and information servers to communicate seamlessly in the service shop environment.

Hunter Inspection Technology

Hunter Quick Check® and Quick Tread® data facilitates many integration possibilities such as displaying inspection results, inputting data directly into an electronic multipoint inspection tool and generating printed or digital service recommendations for vehicle owners.

Integration also has the ability to track approved and deferred inspection recommendations, prompt follow-up marketing and increase service revenue.

iSHOP integrated software

✔ Share information about the customer, vehicle, work order, work performed, and test results between the shop management system and all diagnostic test equipment and information servers.

✔ Send and receive existing data without the need to re-key from any work station.

Hunter's Integration Partners use iSHOP standards

INTERNATIONAL INTEGRATION PARTNER*

* Additions may be made at any time and are subject to change because of continuing technological advancements.

SAMPLE OF US INTEGRATION PARTNERS

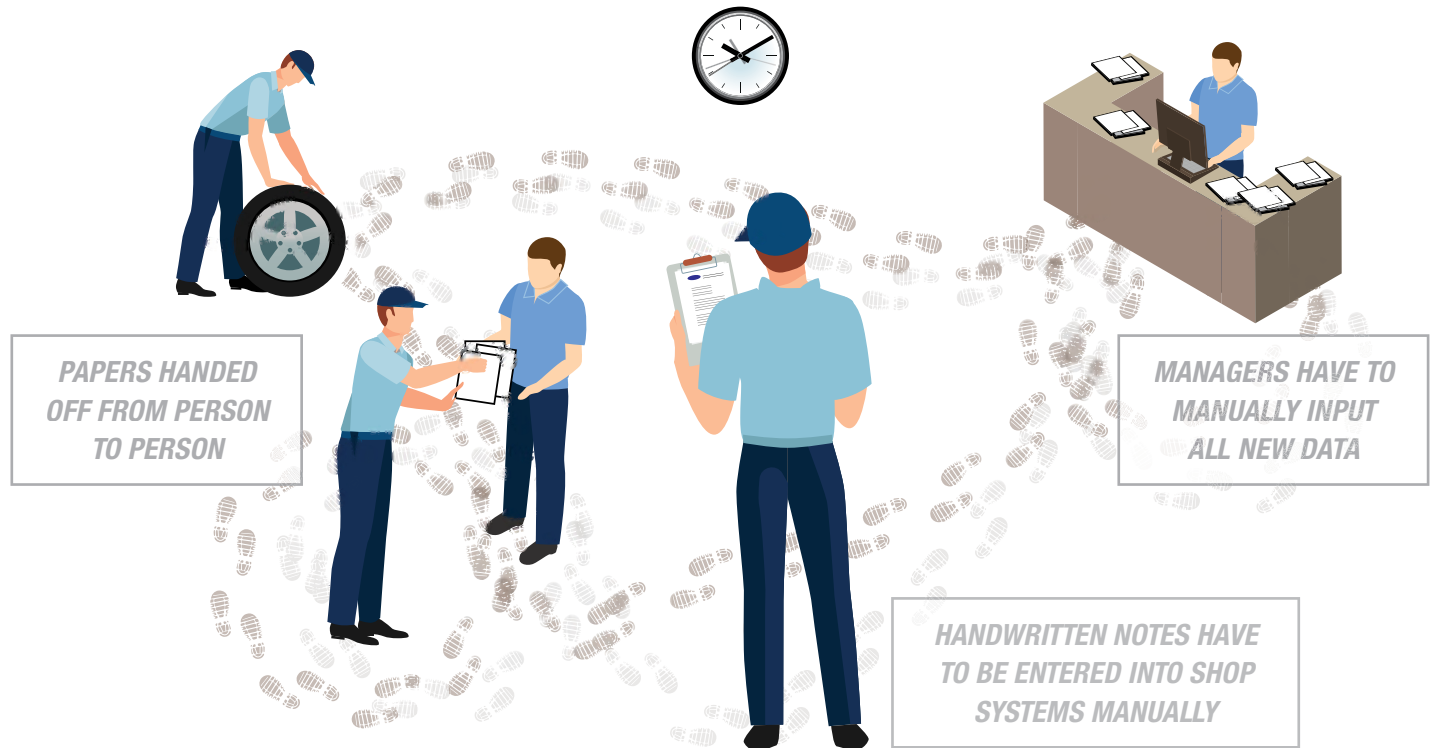## REQUIREMENTS FOR HUNTER INTEGRATION

▸ **Software complies with iSHOP standards**

▸ **Quick Check®/ Quick Tread®**
Customer must be using one or both in their service lane

▸ **WinAlign® version 14.4.1 or newer**

▸ **License number** must be captured or entered

▸ **Internet Connection**
Wired is strongly recommended

Inspection without HUNTER Integration

TIME SPENT RELAYING INFORMATION

PAPERS HANDED OFF FROM PERSON TO PERSON

MANAGERS HAVE TO MANUALLY INPUT ALL NEW DATA

HANDWRITTEN NOTES HAVE TO BE ENTERED INTO SHOP SYSTEMS MANUALLY

TECHNICIANS · SERVICE WRITER · MANAGERS · PARTS

SPEND A LOT OF TIME GOING BACK AND FORTH

SERVICE AUTHORIZATION

Customers are educated on service recommendations via phone call

Customer Data entered manually

Phone Tag

REVENUE OPPORTUNITIES BEFORE INTEGRATION

45 per month

Alignments [A]

5200 in 2015

Tyre Sales [B]

Average tickets overall not increasing [C]

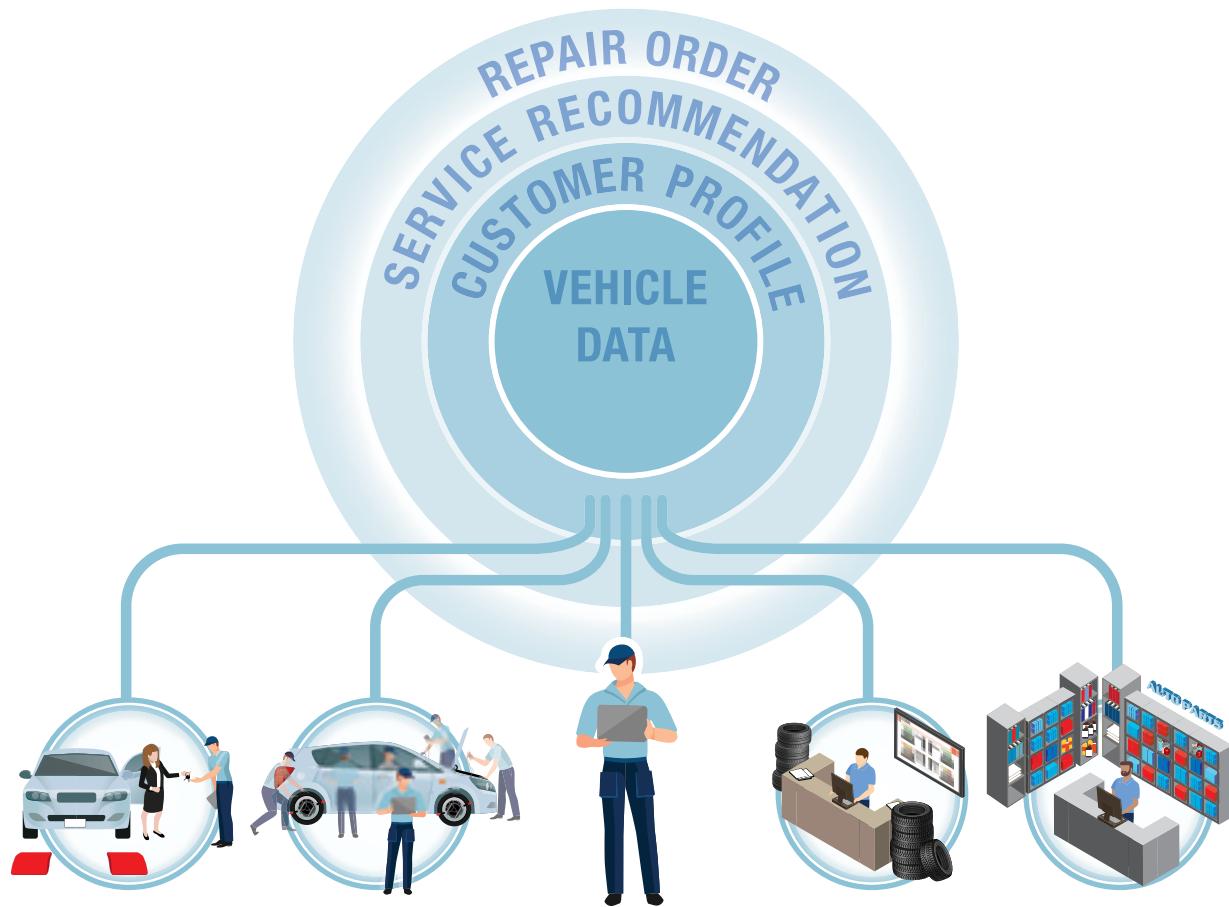### FUTURE BUSINESS - *Traditional Advertising*

NEWS

Word of Mouth

Direct Mail

Newspaper Ads

Online Reviews

Inspection with HUNTER Integration

REPAIR ORDER

SERVICE RECOMMENDATION

CUSTOMER PROFILE

VEHICLE DATA

TECHNICIANS · SERVICE WRITER · MANAGERS · PARTS

DIGITAL ACCESS TO VEHICLE DATA IS AVAILABLE AT ALL TIMES

SERVICE AUTHORIZATION

OR

Customers are educated on service recommendations via text / email or tablet.

Digital Inspection Results

Videos

Photos

REVENUE OPPORTUNITIES AFTER INTEGRATION

250 *per month*

Alignments [A]

8500 *in 2016*

Tyre Sales [B]

34% *increase*

Average Tickets Overall [C]

FUTURE BUSINESS

Traditional Advertising

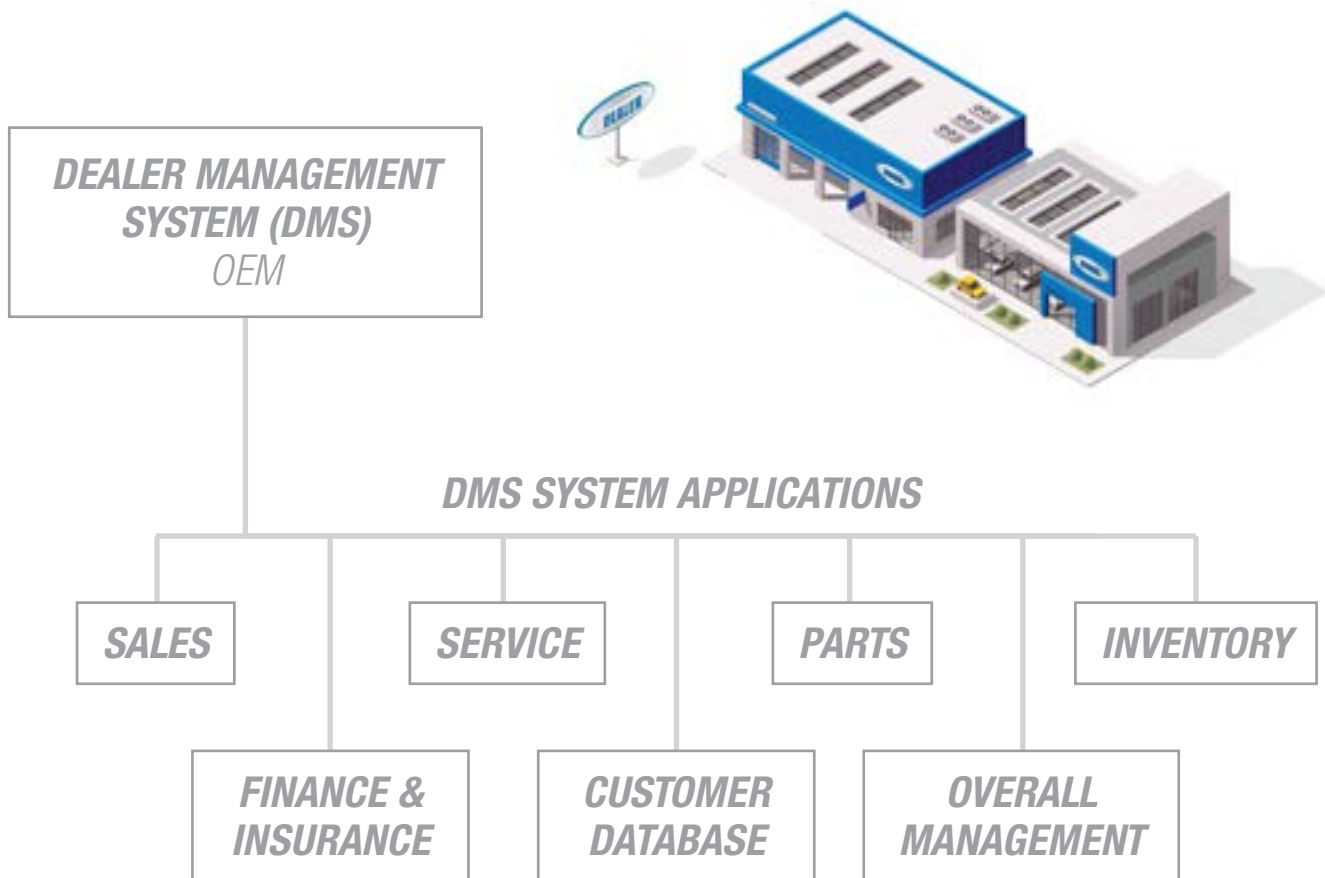★ ★ ★ ★ ★

How are we doing?

Survey

SALE

Promotions

Scheduling

Digital Point of Sale

Dealer Management Systems (DMS)

A Dealer Management System (DMS) is a system that gathers and manages the data required for every department of an automotive dealership to function. The DMS holds information related to customer data, parts and vehicle inventory, service history, financial data and much more.

```
DEALER MANAGEMENT
SYSTEM (DMS)
OEM
```

DMS SYSTEM APPLICATIONS

SALES	SERVICE	PARTS	INVENTORY

FINANCE & INSURANCE	CUSTOMER DATABASE	OVERALL MANAGEMENT

SOFTWARE FOCUS IS SALES

- ✔ Accounting
- ✔ Buy-Here-Pay-Here
- ✔ Collections Management
- ✔ Customer Database
- ✔ F&I Management
- ✔ Form Printing
- ✔ Inventory Management
- ✔ Lease Management
- ✔ New Car Lot
- ✔ Online Inventory
- ✔ Parts Management
- ✔ Sales Management
- ✔ Service Department
- ✔ Used Car Lot

Systems can be cloud based or shop dedicated in-house systems that operate on tablets and other mobile devices.

Integration Technology - Auto Dealers*

SERVICE SELLING TOOLS
(ELECTRONIC MULTI-POINT INSPECTION, MOBILE WRITE UP)

eDynamix | INTERNATIONAL PROVIDER

INTEGRATION PARTNER* SMS RELATIONSHIP

One way communication

One or two way communication with Integration Partner*

HUNTER
EQUIPMENT DATA

DEALER MANAGEMENT SYSTEM (DMS)
CAR DEALERSHIP

**BILLING, REPAIR ORDER,
CUSTOMER DATA & OVERALL MGMT**
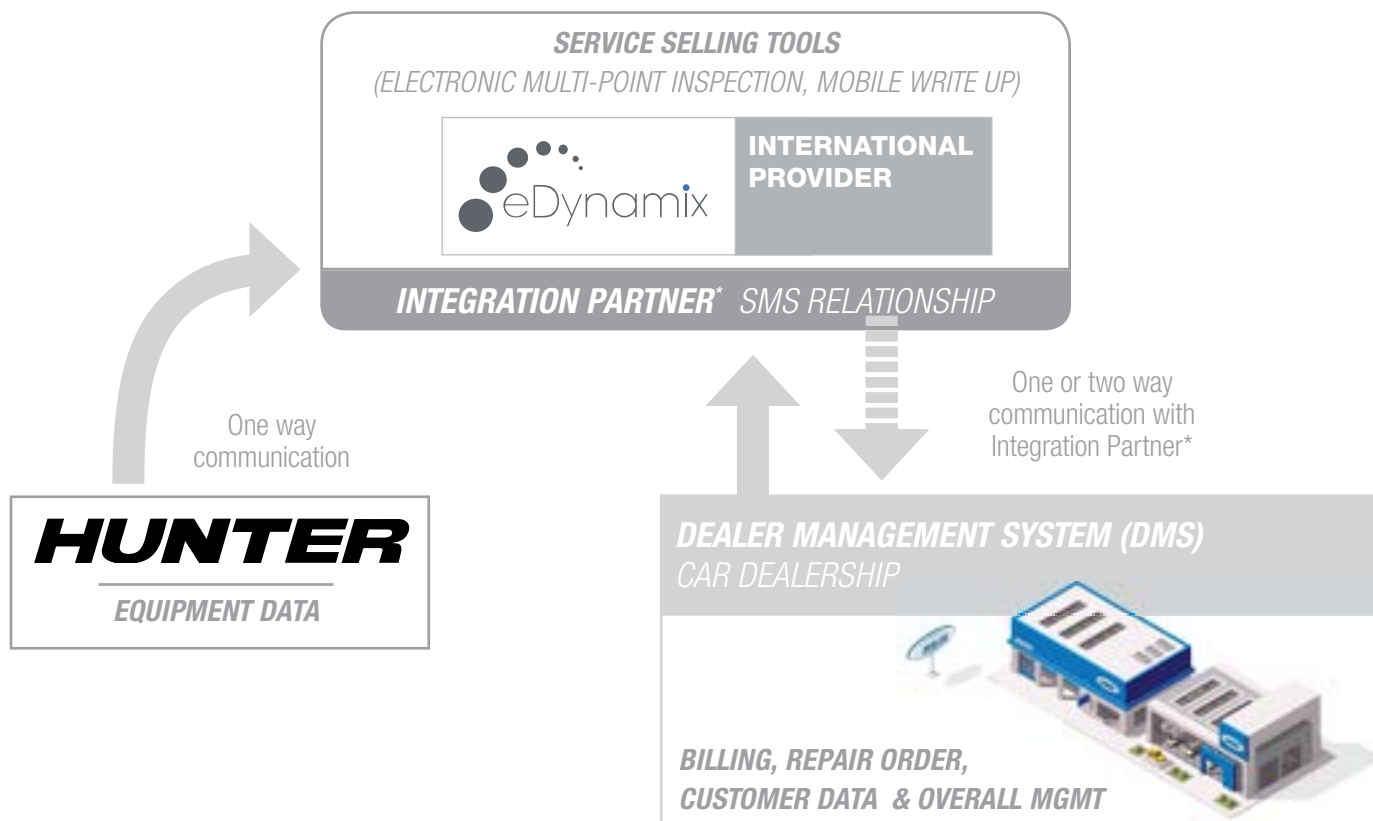
SAMPLE OF US DEALER MANAGEMENT SYSTEM PROVIDERS**

CDK Global.™

Reynolds & Reynolds.

Dealertrack

ACS

Auto/Mate® Dealership Systems

SERTI

ARKONA. Dealer Management Solutions

Autosoft® Dealer Management System

Quorum®

UCS

Adam SYSTEMS

SUBJECT TO CHANGE WITHOUT NOTICE

*   INTEGRATION PARTNERS: Subject to change because of continuing technological advancements, changes in contracts, communication channels, integration issues and level of integration.

** DMS / SMS PROVIDERS: Subject to change because of continuing technological advancements, changes in contracts, communication channels and business relationships.

eDynamix

*Compatible with
Dealer Management Systems (DMS)*

Overview

Hunter inspection results are automatically integrated with eDynamix iVHC module. eDynamix connects core after-sales processes, with one login and provides one support channel for a more efficient and cost-effective solution for dealers. Data from various dealer management systems, tyre distributors, and finance and insurance companies can all be connected into one portal. This can help to reduce errors, through seamless transfer of data between systems. This removes customer blind spots that arise because information can be different across separate platforms.

iVHC (Integrated Vehicle Health Check)

Hunter Quick Tread® results are integrated into iVHC while conducting a vehicle health check. iVHC is used to highlight any concerns to a customer, with supporting videos and photographs.

For the Shop

iVHC is more than just a vehicle health check system, the application is interactive, intuitive and fully integrated.

✔ Direct daily, incremental and/or manual download of job information from DMS, as well as parts prices, stock availability and tracking

✔ Injection of previous concerns - vehicle information from previous vehicle health check is automatically accessed

✔ Client pop-up facility notifies technician / service manager of any changes that may require attention

✔ View available tyre stock and place orders directly from iVHC through integration with major distributors

✔ Repair and financing plan suggestions

✔ Data analytics for performance, sold, declined and deleted work

For Vehicle Owners

Vehicle Owners are sent vehicle summaries, health reports, authorisation methods and other information through their own personalised iVHC portal.

✔ On-line bookings process

✔ Personalised service plans

✔ Digital request for evaluation and upcoming visits

✔ Vehicle owners view all identified concerns with supporting media and self-authorise the work

✔ Built-in voucher codes and discounts based on customer use of online modules

✔ Integrated follow-up

OEM EXAMPLES	
✔ MG Motor	✔ Citroën
✔ Hyundai	✔ Renault
✔ Audi	✔ BMW Motorcycles
✔ Volkswagen	✔ Triumph Motorcycles
✔ Kia	

REQUIREMENTS

▶ The dealership will need to be already using Hunter Quick Tread®.

▶ License plate capture is required.

▶ The dealership will need to be configured for eDynamix iVHC.

iVHC

Shop conducts health check

Shop presents inspection results and replacement tyre offers

INTERNATIONAL OFFERING*

United Kingdom	France	Australia	United States
Germany	Netherlands	India	* Additional international offerings could be added at any time. Also subject to changes in contracts.
Ireland	Malta	South Africa	

ABOUT eDYNAMIX

eDynamix solutions

- ✔ Service Plans
- ✔ Repair Plans
- ✔ Finance Plans
- ✔ Proactive Follow up
- ✔ Online Bookings
- ✔ Survey
- ✔ VIDEO1st
- ✔ MOT Cleanse

Contact Information

edynamix.com/iVHC

enquiries@edynamix.com

Multi-Point Inspection Example of U.S. Dealer Integration

autopoint

*Compatible with
Dealer Management Systems (DMS)*

Overview

Hunter inspection results are automatically integrated with AutoPoint's MultiPoint system. MultiPoint software creates a complete electronic multi-point inspection (eMPI) and integrates with the dealer management system (DMS). This efficient digital process enhances the service department's performance allowing dealerships to streamline the service process, increase efficiency and reach new profit potentials.

MultiPoint

MultiPoint integrates with Hunter Quick Tread® and Quick Check® products. Multipoint utilizes a large database of vehicles to bring up service specification for the vehicle. The technician may make notes and take pictures of appropriate items related to the vehicle. Action Plan and OwnerCare are used to communicate the final information to the customer

For the Shop

MultiPoint pulls repair orders created in the DMS and converts them to a multi-point inspection.

- ✔ Multipoint utilizes a large database of vehicles to **bring up** service specification for the vehicle in question
- ✔ Technician can make notes and take pictures of appropriate items related to the vehicle

In **WelcomePoint**, the service advisor can then perform a walk-around inspection on the service drive and any noted items added into MultiPoint (AutoPoint's digital inspection platform).

- ✔ Face to Face contact of technician with customer
- ✔ Mobile greeting and write-up tools while in the service drive
- ✔ Customer's appointment information and service history is already in the system
- ✔ Code descriptions and service suggestions
- ✔ Real-time estimates
- ✔ Customer history of deferred service
- ✔ Customer signs up for service on technician's device and receives summary email

For Vehicle Owners

Action Plan and **OwnerCare** are how the service writer can communicate the results of the MultiPoint report to the motorist. Uses web-based mobile app or web based links to reports.

- ✔ Accessible reports through almost any device with Internet access
- ✔ Advisors send inspection results to vehicle owners device that they can receive anywhere
- ✔ Vehicle owners get a link through text or email
- ✔ Vehicle owners view information about specific recommendations and approve or defer
- ✔ Report includes educational information and any photos that have been taken

OEM SYSTEMS
✔ Mercedes Benz Digital Inspect
✔ Toyota Express Maintenance

REQUIREMENTS

- ▶ The dealership will need to be already using Hunter equipment.
- ▶ The dealership will need to be configured for AutoPoint's MultiPoint
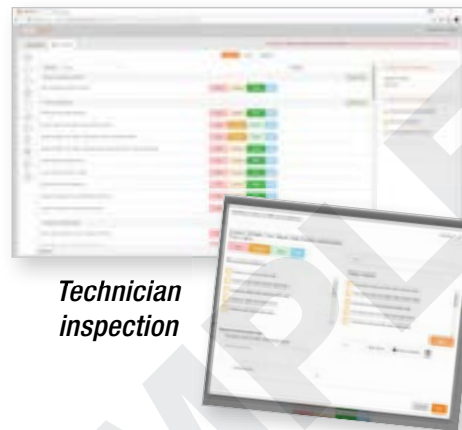- ▶ AutoPoint WelcomePoint can be integrated with DealerTire software

WelcomePoint

Starting the inspection

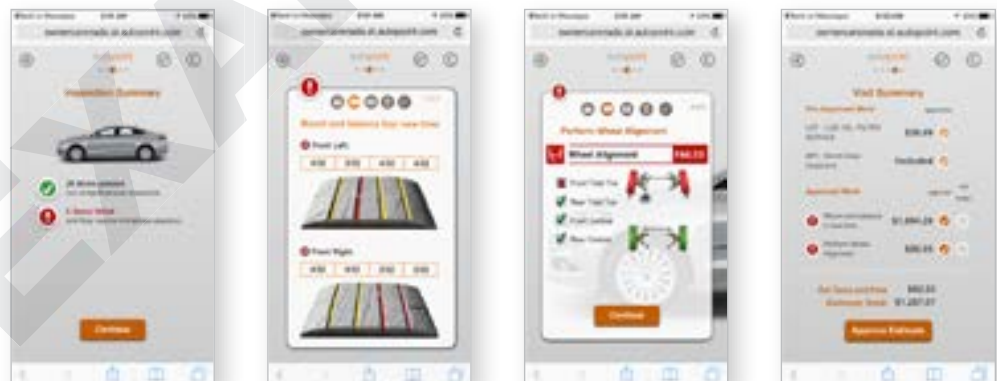**Repair order information**

MultiPoint

Technician inspection

Action Plan (print report)

OwnerCare (digital report)

Service authorization from customer. The customer is educated on repair issues from an off-site location.

ABOUT AUTOPOINT

AutoPoint solutions

✔ Titling and Registration
- Nationwide Auto Titling
- Electronic Titling
- Electronic Liens
- Temp Tags

✔ Engagement
- Driver Connect
- Loyalty

✔ Marketing
- Journey
- On-Demand
- Targeted Digital Marketing
- Retention Point
- MasterCall
- Aftermarket Journey

✔ Service Drive

autopoint

Contact Information

autopoint.com/
hunter-plus-autopoint

autopoint.com/partners

DealerTire®

*Compatible with
Dealer Management Systems (DMS)*

Overview

The DealerTire® with Hunter Integration allows dealers to provide vehicle owners a comprehensive tyre comparison report. The offer is presented in a customer-friendly 'good, better, best' format allowing for an enhanced shopping experience. Each tyre offer is automatically generated based on the proper OEM fitment and the individual dealership's customized tyre stocking plan. DealerTire even integrates with leading DMS parts inventory to allow service advisors to instantly quote new tyres from the available inventory, stripping out the inefficiency of having to check with the parts department. The tyre offer can easily be printed or emailed to the vehicle owner.

For the Shop

The tyre offer is presented in a customer friendly 'good, better, best' format allowing for an enhanced shopping experience. Each tyre offer is automatically generated based on the proper OEM fitment and the individual dealerships customized tyre stocking plan.

DealerTire even integrates with leading DMS parts inventory to allow service advisors to instantly quote new tyres from the available inventory, stripping out the inefficiency of having to check with the parts department.

✔ Inspection results and tyre recommendations in one easy-to-read report

✔ Help customers decide on the best tyres for their vehicle

✔ Tyre offers made in the service lane from established dealer pricing and inventory

✔ Additional services are easily added to the repair order

✔ More service authorizations and tyre replacements

✔ Improved tyre retail skills and presentation

✔ Increased customer retention

For Vehicle Owners

Customers who might usually be a little overwhelmed by the tyre buying process are provided with visuals and specific information about their options.

Tyre buying options are clearly defined, right in the service drive.

✔ 3D images of tyre treads show customers the importance of replacing badly worn tyres.

✔ New tyre recommendations help customers decide on the best fit for their vehicle.

✔ Present good, better, best tyre offers to allow customers to make the most valuable decision.

✔ Tyre offer is given at the vehicle

✔ Tyres are delivered and installed quickly because of DealerTire's extended network of distribution centers

REQUIREMENTS

▶ The dealership will need to be already using Hunter.

▶ The dealership must be a DealerTire customer

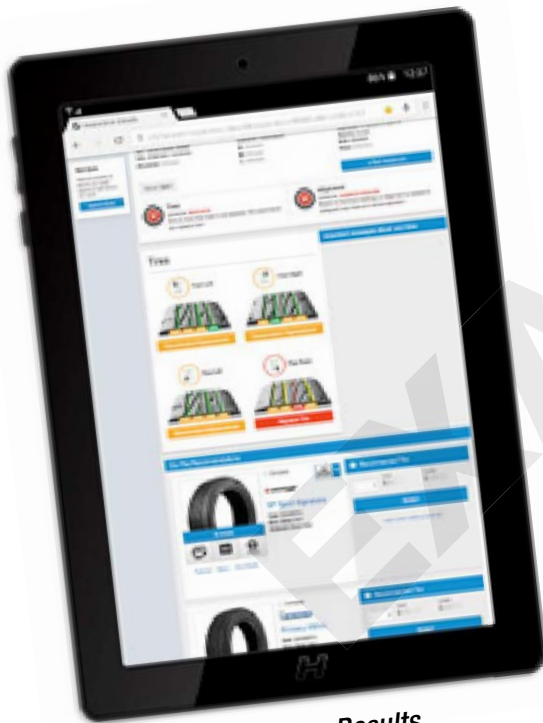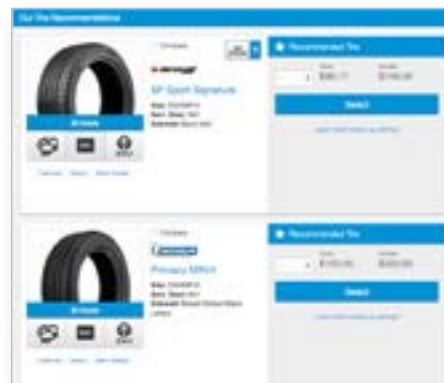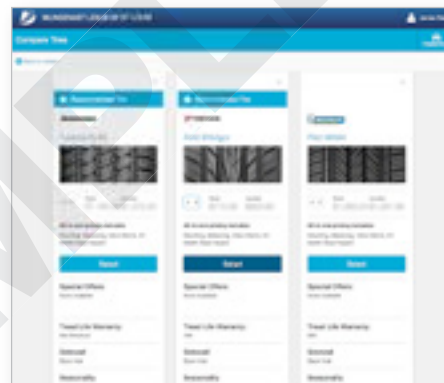▶ The dealership must be set up for the DealerTire Dynamic Retail Selling Guide (DRSG)

DealerTire

Shop conducts inspection

Shop presents inspection results and replacement tyre offers

Inspection Results

Tyre Offers

ABOUT DEALERTIRE ®

DealerTire OEM Programs

Audi	Lexus	Scion
Hyundai	Mazda	Toyota
Infiniti	Mercedes-Benz	Volvo
JLR	Mopar	VW
Kia	Nissan	

DealerTire ®

Contact Information

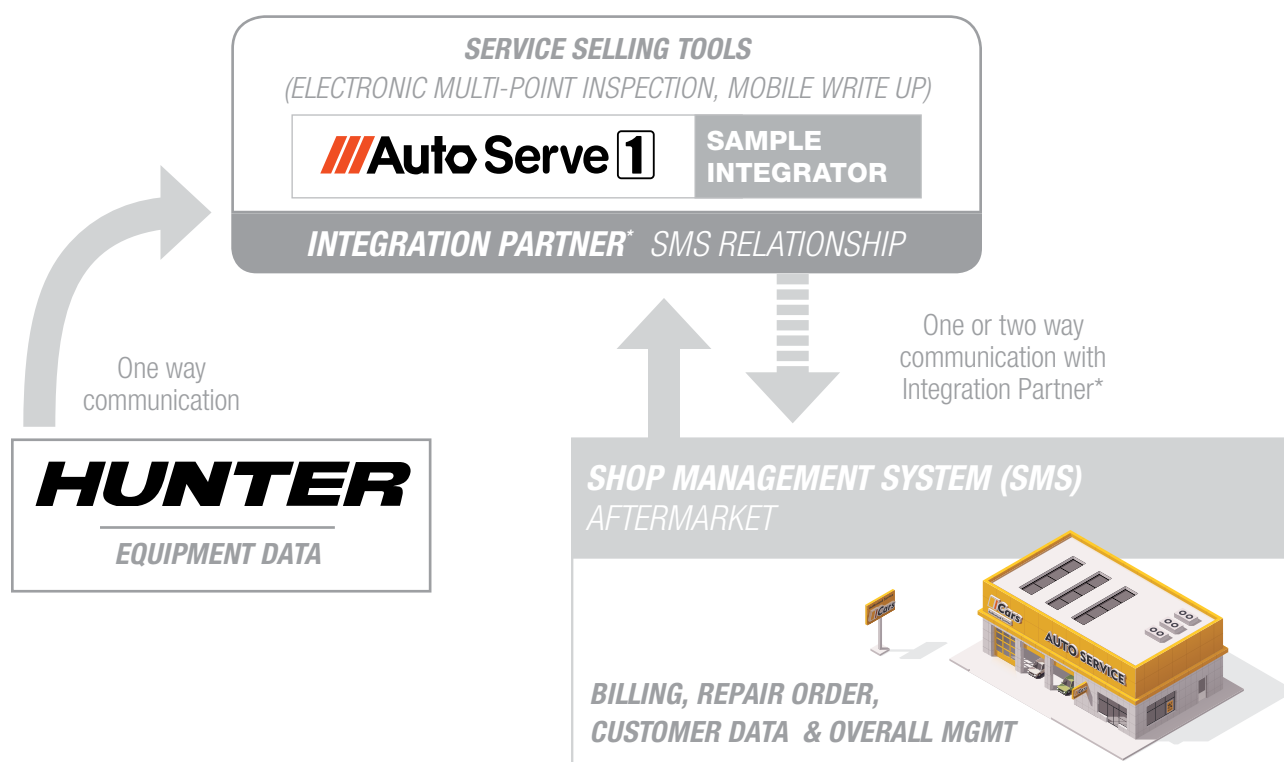dealersolutionsteam@dealertire.com
dealertire.com

Shop Management Systems (SMS)

A Shop Management System (SMS) is a system that allows automotive shops to automate tasks, track customer and vehicle service histories and integrate with parts dealers and maintenance databases. The SMS includes features such as scheduling, parts inventory management, customer communication tools and accounting.

SHOP MANAGEMENT SYSTEM (SMS)
Aftermarket

SMS SYSTEM APPLICATIONS

SERVICE | **PARTS** | **TYRE SALES** | **SHOP PERFORMANCE**

SOFTWARE FOCUS IS SERVICE

- ✔ Billing & Invoicing
- ✔ Customer Database
- ✔ Inventory Control
- ✔ Labor Rates
- ✔ Maintenance Scheduling

- ✔ Parts Management
- ✔ Quotes / Estimates
- ✔ Service History
- ✔ Vehicle Tracking
- ✔ Work Order Management

Systems can be cloud based or shop dedicated in-house systems that operate on tablets and other mobile devices.

Integration Technology - Aftermarket*

SERVICE SELLING TOOLS
(ELECTRONIC MULTI-POINT INSPECTION, MOBILE WRITE UP)

///Auto Serve 1 | **SAMPLE INTEGRATOR**

INTEGRATION PARTNER* SMS RELATIONSHIP

One way communication

HUNTER
EQUIPMENT DATA

One or two way communication with Integration Partner*

SHOP MANAGEMENT SYSTEM (SMS)
AFTERMARKET

BILLING, REPAIR ORDER, CUSTOMER DATA & OVERALL MGMT

SAMPLE OF US SHOP MANAGEMENT SYSTEM PROVIDERS**

ALLDATA®   M4M SOFTWARE   Mitchell1®

COSTAR Automotive & Tire Software Logiciel Pneu et Mécanique   Protractor MANAGEMENT PLATFORM FOR AUTO & TIRE SHOPS   TCS   SHOP WARE   R.O.WRITER shop management software   DIRECT-SHOP BY IDENTIFIX

SUBJECT TO CHANGE WITHOUT NOTICE

* INTEGRATION PARTNERS: Subject to change because of continuing technological advancements, changes in contracts, communication channels, integration issues and level of integration.

** DMS / SMS PROVIDERS: Subject to change because of continuing technological advancements, changes in contracts, communication channels and business relationships.

Multi-Point Inspection Example of U.S. Aftermarket Integration

//// Auto Serve 1

*Compatible with
Shop Management Systems (SMS)*
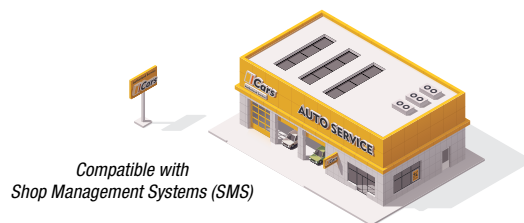
Overview

Hunter Results go automatically into AutoServe1's larger digital inspection form allowing technicians to record complete inspection results on tablets. Technicians can also add photos and videos in the process. Shops can then deliver complete inspection results to customers' smart phones in minutes. Customers can also pay directly from their smart phone or tablet.

AutoServe1 also has an in-shop workflow management application (WorkFlow1) which allows customers to educate themselves about recommended services and then to engage the service writer in a conversation about those recommendations.

For the Shop

WorkFlow1 extends the simple, straightforward inspection capabilities of AutoServe with a simple workflow model that enables all members of the shop team with an at-a-glance status of all vehicles both in the shop and expected that day.

- ✔ Hunter Integration is standard in every plan
- ✔ Detailed analytics dashboard
- ✔ Service writers easily prepare work estimates
- ✔ Generate inspection reports for customers
- ✔ Recording each step of the process
- ✔ Update the status of each vehicle while moving through the shop
- ✔ Notifying technicians if work has been approved
- ✔ Part availability notifications
- ✔ SMS/Text message for each change in vehicle status to technicians

For Vehicle Owners

Service Advisors send inspection results with photos and videos immediately to customers via their smart phones. Service Advisors have an easier time selling work when customers can see what technicians see.

- ✔ Digital Vehicle Inspections from any device
- ✔ Pictures, Videos, and voice to text notes
- ✔ Additional notes and drawings can be added to media
- ✔ Two-Way Online Meetings with Customers
- ✔ Customizable Inspections

REQUIREMENTS

- ▶ The shop will need to be already using Hunter.
- ▶ The dealership must be a AutoServe1 customer
- ▶ AutoServe1 integrates with MAM (Vast), Protractor, ALLDATA, R.O. Writer and Mitchell1 shop management systems.
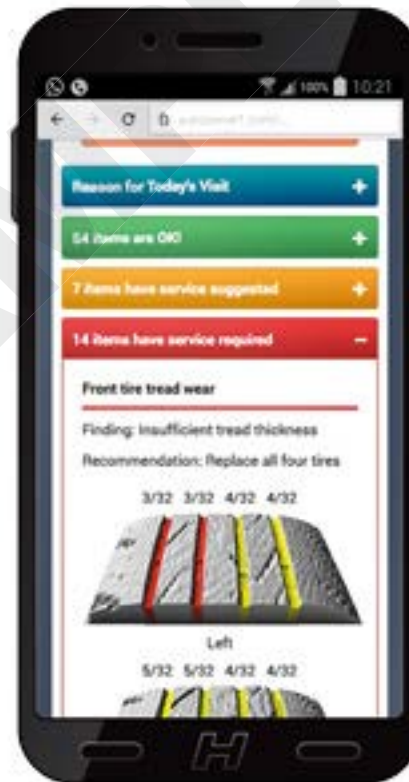
WorkFlow1

Shop conducts inspection

Inspection Results

Members of the shop team prepare report

Vehicle owner receives inspection report

Customer Report

ABOUT AUTOSERVE1

AutoServe1 is an SMS stand alone integrated software solution.

Contact Information

autoserve1.com/hunter/
800-268-3437 · autoserve1.com/hunterteam/

Integration Set-up

Team Responsibilities

Dealer / Shop - IT Responsibility

1 **Shop requests integration** to Hunter Distributor

2 **Internet access provided to Hunter PC**.

   ▶ 10 Mbps download and 3 Mbps upload speed or greater

   ▶ Wired network connection is strongly recommended

3 **Assist Hunter Distributor with connection** of PC to shop internet

4 **Verify Hunter PC meets shop IT security requirements**, including but not limited to anti-virus, firewall & Windows® updates

5 **Test connection**: Hunter PC has internet access to the iSHOP web service URL

Integrated Partner

1 **Generate and supply iSHOP credentials** to Hunter Distributor.

2 **Configure integrator software** to accept Hunter inspection results

3 **Store Hunter inspection results in integrator software**

4 **Maintain and support integration of Hunter inspection results**

5 **Train shop personnel** on usage of integrator software

Hunter Representative

1 **Coordinate and dispatch** field team to site

2 **Verify site network requirements** have been met

3 **Assist site IT** with connection of Hunter PC to shop internet

4 **Configure WinAlign® software with iSHOP credentials** from integration partner

5 **Verify machine is successfully sending iSHOP XML to integration partner** once internet is provided

6 **Provide service and operational training for Hunter equipment**

Starting the Integration Conversation

Is the shop a good candidate for Integration?
See the chart below for ideas.

What things should be considered when you
start the Integration Conversation?

GOOD CANDIDATE   **COMPATIBILITY**

**SHOP CONNECTED
TO INTERNET?**   NO

YES

**DOES SHOP OWN
HUNTER INSPECTION
EQUIPMENT?
OR READY TO BUY?**   NO

YES

**DO THEY USE SOFTWARE
TO RUN THE BUSINESS?**   NO

YES

**DOES THEIR SOFTWARE
COMPLY WITH
iSHOP STANDARDS?**   NO

YES   **INTERESTED
IN MORE . . .**

CONTACT   **CONTACT**

INTEGRATION
SOFTWARE
COMPANY

HUNTER
REGION MANAGER

How does a shop compete in the digital world?

**INTRODUCING SMART
PROCESSES** *pg. 6*

THE INTERNET
OF THINGS

*How does a shop educate its customers?
or communicate with its customers?*

MULTI-POINT INSPECTION

PAPER VS. ELECTRONIC *pg. 5*

VS.

Is there an example of an integrated shop?

ALIGNMENT / INSPECTION
*with Integration pg.11
without Integration pg.10*

REPAIR ORDER
SERVICE RECOMMENDATION
CUSTOMER PROFILE
VEHICLE
DATA
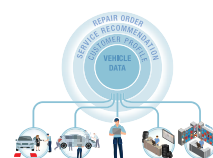
SEE EXAMPLES
DMS pg.14 / SMS pg.20

Is International Integration available?

SOFTWARE NEEDS TO COMPLY WITH iSHOP

**iSHOP – THE INDUSTRY
STANDARD** *pg. 9*

iSHOP
INTEGRATED SHOP
STANDARD

*Hunter Equipment is Integration Ready!
Contact HUNTER if you have an interested candidate.*

HunterNet®

Overview

HunterNet® is an online business intelligence tool that is available for HawkEye Elite® and Quick Check® / Quick Tread® products as well as RoadForce® Elite balancers.

HunterNet was created to provide front-shop personnel with quick, convenient access to vehicle-specific undercar information to explain and sell service.

Access from internet-connected devices

✔ Easy-to-read on smartphones and tablets

✔ Display results for the day, week or month

✔ View total vehicle count quickly

✔ Generate failure rate for specific test types
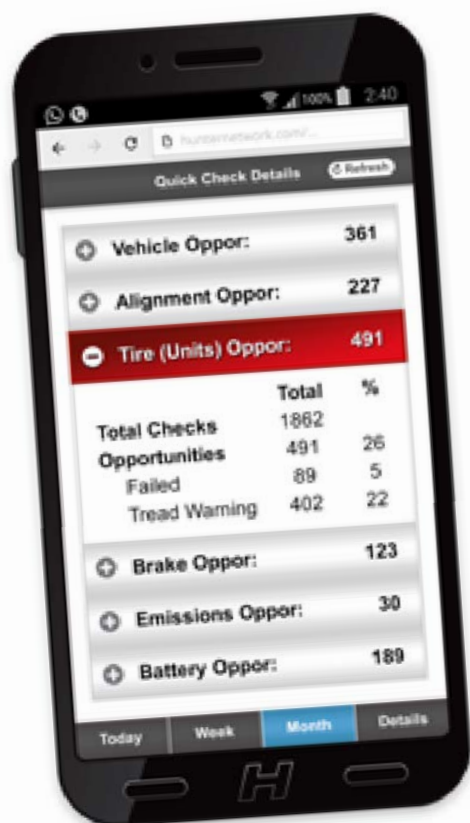
Quick Check® Details shown on a smartphone

Track statistics and generate reports

✔ Breakdown "repair opportunities found" vs. "repair orders generated" by the week, month or year

✔ Analyze Quick Check® results and failure rates for specific test types

✔ Track alignment activity

✔ Store vehicle records to create customer history
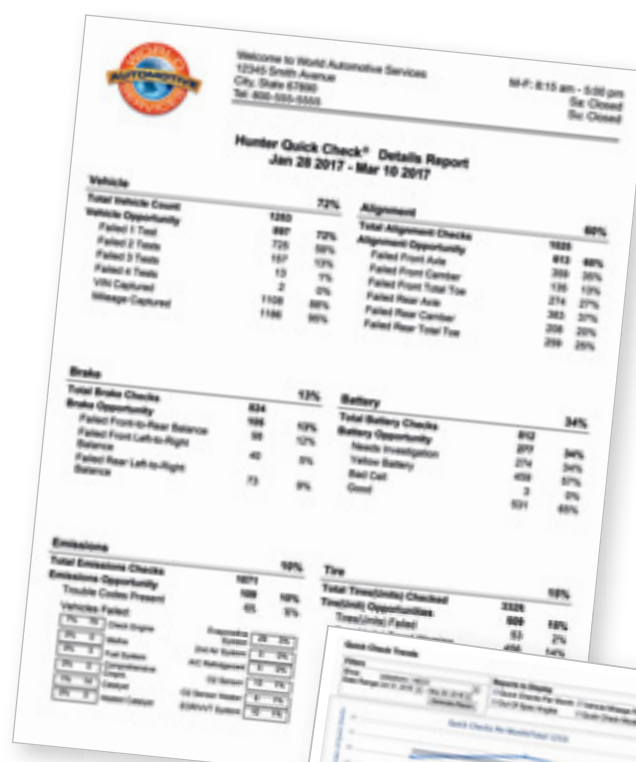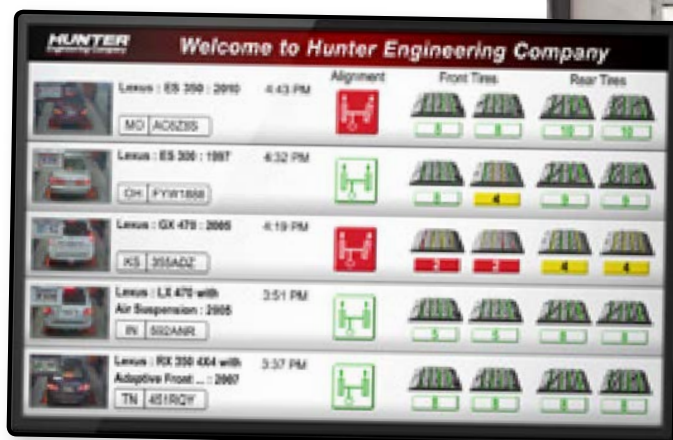
Details Report

Trends

REQUIREMENTS

▶ Must have equipment with WinAlign® 14.4.1 or newer for Quick Check® and aligners

▶ Road Force® Elite 4.0 or newer software

NEW FlightBoard™

✔ Automatic display of alignment and Quick Tread® results

✔ Complete customer transparency

✔ Designed for Service Drive or Waiting Area display monitor

Drive repair authorizations to a new level

✔ Present and email digital inspection results

✔ Make more informed pricing estimates

✔ Eliminate paper printouts

✔ Streamline process and increase productivity
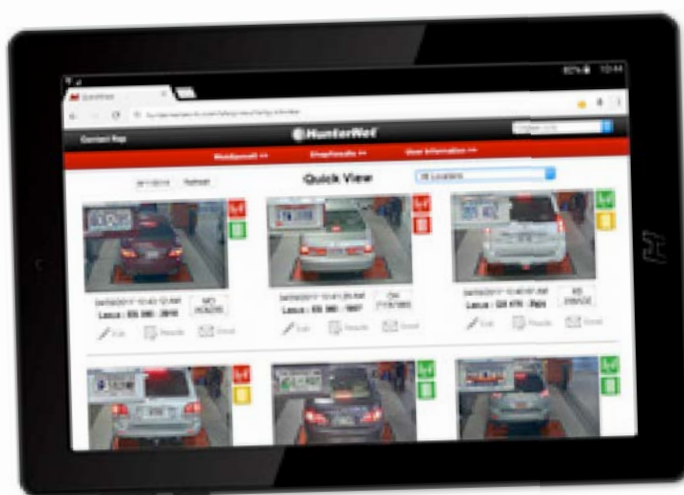
Quick View shown on a tablet

See your service opportunities virtually anywhere, anytime

Road Force Elite

✔ Allows you to view balancer usage online

✔ See trends like Road Force values and wheel types being serviced

✔ Track wheel weight usage and savings

For a RoadForce® Elite, HunterNet® allows you to view balancer usage online. See trends like Road Force® values and wheel types being serviced. Track wheel weight usage and savings.

Frequently Asked Questions

Question:

How do I start the integration conversation?

Answer:

Start by asking how their inspection information is given to the customer.

Question:

Why should I promote integration?

Answer:

Integrating automotive service technology helps to capture every service opportunities, streamline process, save time, educate customers, increase ROI and maximize revenue. It is an investment in future revenue because the integration process is a more satisfying experience for customers and leads to increased customer retention.

Question:

What's the difference between the Integration Partners and using HunterNet®?

Answer:

Integration partners provide shops software that is used to sell service. Partners often communicate data such as repair order and customer information to and from the DMS / SMS systems.

HunterNet is Hunter software that includes WebSpecs and ShopResults. HunterNet doesn't communicate repair order or customer data with non-Hunter software.

Question:

Is any data transferred from WinAlign® other than the inspection results?

Answer:

The communication is likely to be one way. Inspection results go to the Integrator but no data is returned to the WinAlign® system. This really will depend on the relationship with the Integration provider.

Question:

What are the responsibilities of the Hunter International Distributor for installing Integration software?

Answer:

See Page 32.

Question:

Are there monthly fees for the integrations that need to be explained?

Answer:

Check at the integration partner's website for details and contact information.

Question:

Are there any videos about Integration?

Answer:

Official videos: There are videos that have been created by our Integration Partners. Please see their websites listed.

Internal use: Some are available on our internal site: https://export.hunter.com/productsupport.

Public videos: on Hunter.com/integration

Hunter Public Website
hunter.com/inspection/integration

Note: Featured Videos for details

References for Integration

Marketing & Sales

6566-TE
Quick Check

6779-TE
Quick Tread

7219-TE
QuickID

6508-T
HunterNet Brochure

7547-TE
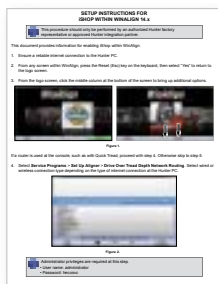**Quick Check Drive**

Hunter Public Website
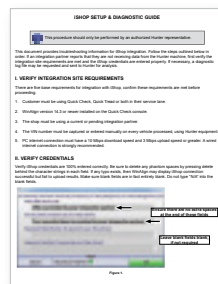**hunter.com/inspection/integration**

Note: Featured Videos for details

7358-T
USA Integration
Testimonials

INSTALL / SETUP DOCUMENTS

7099-T
iSHOP Setup Instructions
within WinAlign

7212-T
iSHOP Setup &
Diagnostic Guide

salesandservice.hunter.com/productsupport > Inspection Tab

Glossary of terms

Connected Equipment

Equipment that is connected to internet and sending data.

Customer Relationship Management (CRM)

Marketing strategies used by shops to retain existing and attract new customers

Data Integration

Data integration involves combining data residing in different sources and providing users with a unified view of them.

Dealer Management System (DMS)

Software used for new cars sales, service, and parts by car dealers. Example providers include Reynolds & Reynolds, CDK / ADP, and DealerTrack.

Electronic Multi-Point Inspection (eMPI)

See MPI. An eMPI is a multi-point inspection that includes all of the system inspection information in an electronic digital format that can be recorded and analyzed within a software system.

HunterNet

Hunter cloud that communicates with certain Hunter equipment. User can access WebSpecs and ShopResults via web browser. Powers CARFAX and Code Assist Identifix integrations.

Integration

Connection between two different computing systems.

Internet of Things

Computing devices connected to the internet. Examples include smartphones, DVRs, ATMs, thermostat, Amazon Alexa.

iSHOP

A set of computer interface standards that allow vehicle service equipment, management software, and information servers to communicate seamlessly in the service shop environment. Created by the AutoCare Association™.

Mobile Write-Up

Software used on tablet to greet customer, review appointment, perform initial walk around, and write service requests.

Multi-Point Inspection (MPI)

A comprehensive vehicle inspections as a safety service for customers. Multi-point inspections could include any of the following: transmission/clutch, engine performance, brakes, steering, shock absorbers, heater/air conditioning, controls, lights, fluid levels, battery, engine, intake system, fuel delivery system, ignition system, computer systems and more.

Online Appointments

Online software that allows customer to schedule services at shop

Repair Order

A repair order should list a minimum of five items. The complaint, diagnostic procedures, (inspections and tests performed), test results, root cause and the recommended correction. It should include the vehicle's make, model, mileage and date.

Service Authorization

This is a customer approval. A vehicle owner is required to authorize any service and repair orders to the vehicle.

Service Technology

Broad term used for technology used to manage customer service experience at shop for online appointments, mobile write-up, and electronic multipoint inspections. Example US providers include AutoPoint, AutoLoop, xtime, DealerFX.

Shop Management System (SMS)

Software used to write estimates and repair orders by aftermarket shops. May also be referred to as Point of Sale (POS) System. Example US providers include MAM VAST, Protractor, Mitchell1, ALLDATA.

VIN

Vehicle Identification Number

Notes

HUNTER
Engineering Company®

www.hunter.com