



HISTORY OF ALFA-AUTO

1997

• "ALFA-AUTO" FIRST EDITION

JUNE 2002

- "ALFA-AUTO"
 THIRD EDITION
 ON "1C: ENTERPRISE 7.7"
- OVER 3500 COPIES WERE SOLD

FEBRUARY 2012

- "ALFA-AUTO"
 FIFTH EDITION
 ON "1C: ENTERPRISE 8.2"
- OVER 4700 COPIES WERE SOLD (MORE THAN 50000 LICENSES)













MAY 2000

- "ALFA-AUTO" SECOND EDITION
- OVER 250 COPIES WERE SOLD

MAY 2005

- "ALFA-AUTO" FOURTH EDITION ON "1C:ENTERPRISE 8.0"
- OVER 3500 COPIES WERE SOLD (MORE THAN 25000 LICENSES)

DECEMBER 2016

- "ALFA-AUTO" SIXTH EDITION ON "1C:ENTERPRISE 8.3"
- OVER 50 COPIES WERE SOLD (MORE THAN 2400 LICENSES)



ALFA-AUTO SALES GEOGRAPHY

RUSSIA
UKRAINE
BELARUS
MOLDOVA
KAZAKHSTAN
TURKMENISTAN
KYRGYZSTAN
AZERBAIJAN
LATVIA
ESTONIA



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DEALERS THAT USE VARIOUS EDITIONS OF "ALFA-AUTO"

VEHICLE BRAND	NUMBER OF DEALERS
AVTOVAZ	72
Hyundai	68
Renault	61
Chevrolet	53
Toyota	49
Kia	49
Ford	48
Opel	48
Nissan	34
Skoda	33
Volkswagen	33
Mitsubishi	32
Honda	29
FIAT	23
Volvo Truck	37

VEHICLE BRAND	NUMBER OF DEALERS
Scania	47
UAZ	22
Tagaz	19
GAZ	17
Mazda	16
Ssang Yong	15
Chery	13
Peugeot	13
MAN	13
Mercedes-Benz	13
Geely	12
Citroen	11
Hummer	11
Suzuki	10
Kamaz	10

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PRODUCT FEATURES



- CORP SOLUTION FOR MEDIUM AND LARGE AUTO ENTERPRISES: OFFICIAL DEALERS OF VEHICLES MANUFACTURERS
- EMPLOYS NEW FEATURES OF "1C:ENTERPRISE 8.3": WEB-BASED CLIENT, FLEXIBLE INTERFACE, ETC.
- ADOPTS EXPERIENCE AND PROCESSES FROM PREVIOUS SOLUTIONS AND INTEGRATIONS EXPLOITED IN DIFFERENT CAR ENTERPRISES
- COMPREHENSIVE AUTOMATION FOR ENTERPRISES
- SUPPORT OF CURRENT TRENDS IN AUTOMOBILE BUSINESS
- SUCCESSFULLY INTEGRATED IN LARGE ENTERPRISES

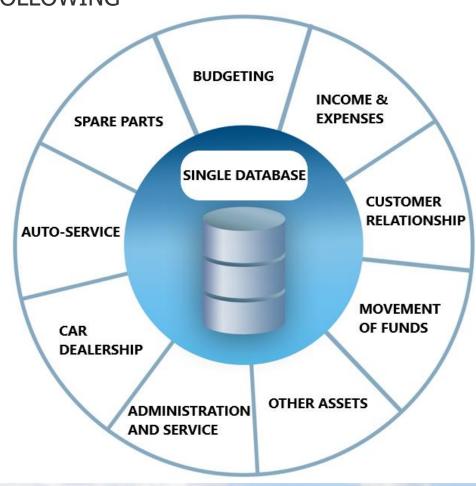
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"ALFA-AUTO" CONSISTS OF THE FOLLOWING FUNCTIONAL UNITS:

- SPARE PARTS
- AUTO-SERVICE
- CAR DEALERSHIP
- MUTUAL SETTLEMENTS
- MOVEMENT OF FUNDS
- INCOME & EXPENSES
- BUDGETING
- CUSTOMER RELATIONSHIP
- OTHER ASSETS
- WORK TIME LOGGING
- ADMINISTRATION AND SERVICE





AUTOMATED EMPLOYEE ROLES

SERVICE:

- SERVICE ADVISOR
- REPAIR AREA SPECIALIST
- MECHANIC
- STOREKEEPER
- SPARE PARTS WAREHOUSE DISPONENT
- SPARF PARTS SALESMAN
- CALL CENTER OPERATOR

DEALERSHIP:

- CAR SALESMAN
- INSURANCE DEPARTMENT EMPLOYEE
- LOAN DEPARTMENT EMPLOYEE
- ACCESSORY EQUIPMENT SALESMAN
- DEALERSHIP DISPONENT
- CUSTOMER SERVICE EMPLOYEE
- RECEPTION DESK CLERK

OTHER DEPARTMENTS:

- CASHIER
- ACCOUNTANT
- MARKETER
- FINANCIER
- LOAN SUPERVISOR



CAR DEALERSHIP IN ALFA-AUTO 6

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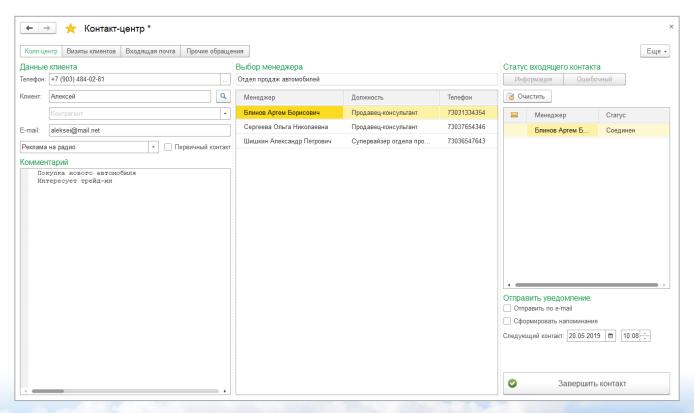
- Processing of incoming contacts: phone calls, visits, emails
- Customer transactions processing in a workplace
- Vehicle configuring
- Customer interactions planning
- Workplaces for Insurance and Loan Departments
- Scheduling and conducting test drives
- Selecting and booking vehicles from stock
- Booking a car from a supplier
- Installation of accessory equipment on a vehicle
- Management of sales promotions and discounts
- Dealing with trade-in transactions
- Handover of a car to the customer
- Analytical reports on car sales

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CONTACT CENTER

For employees of a call center and reception, the solution has a contact center interface that records incoming customer interactions: calls, visits, emails for further transfer to car and spare parts salesmen, and service advisors

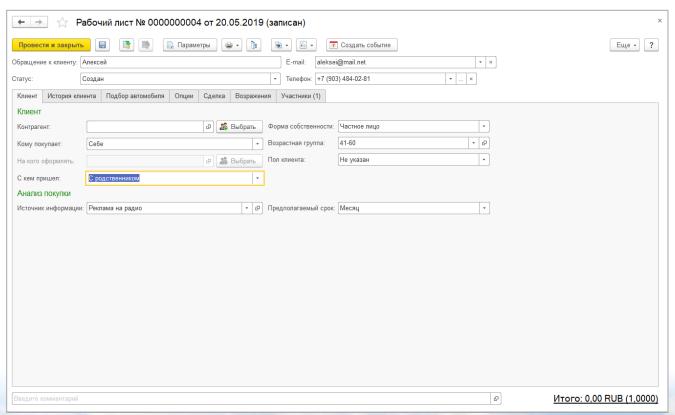


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CAR SALE WORKPLACE

Pre-sale work with the client is carried out in a workplace. Here one can plan a visit, outgoing call, test drive, configure a vehicle, or temporary book a car. The workplace indicates information about the client and transaction parameters

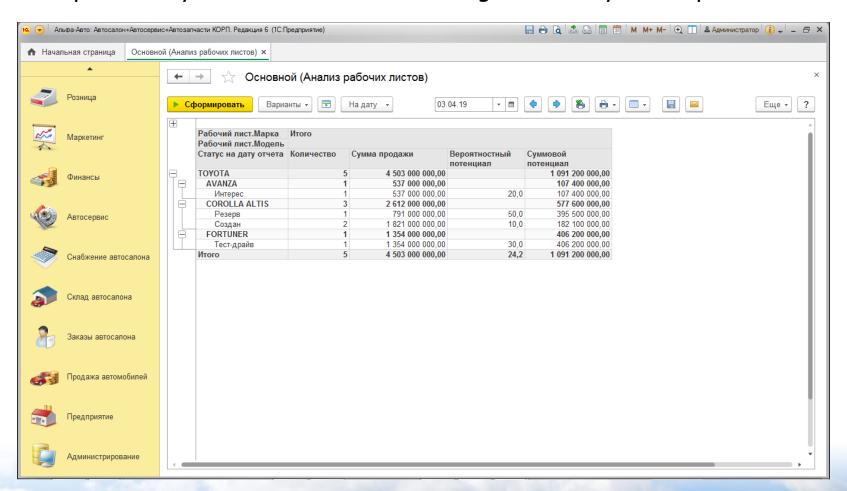


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WORKPLACE ANALYSIS

Workplace analysis can be conducted through several system reports



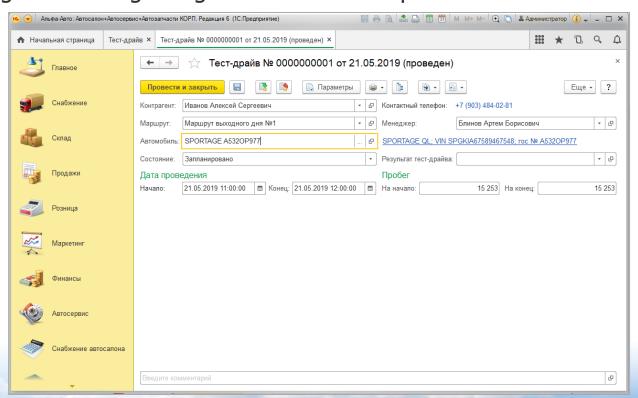
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1C-DODUC

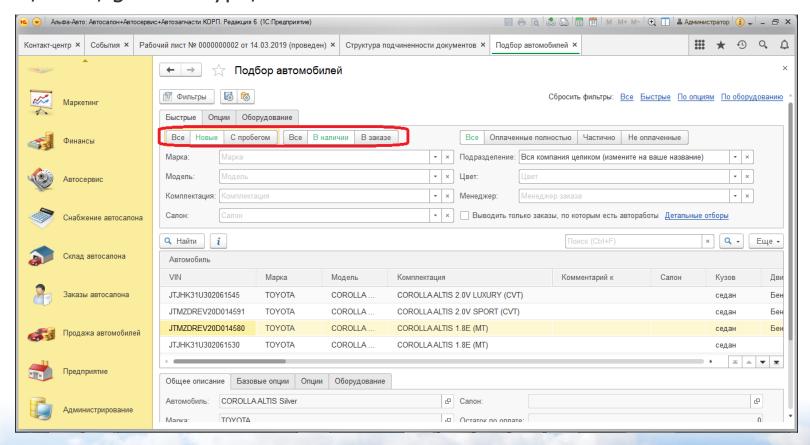
The system provides the accounting of test drive vehicles fleet, test drive appointment and recording of test drive results. The fact of test drive is recorded in the document "Test Drive" that contains the customer's data, route of the trip, vehicle used in the test drive, time of start and end, vehicle mileage at the beginning and end of the trip





CAR SELECTION

Special box designated for searching a vehicle in the company's warehouse or in orders placed with the manufacturer by a range of parameters such as model, color, gearbox type, and so on.

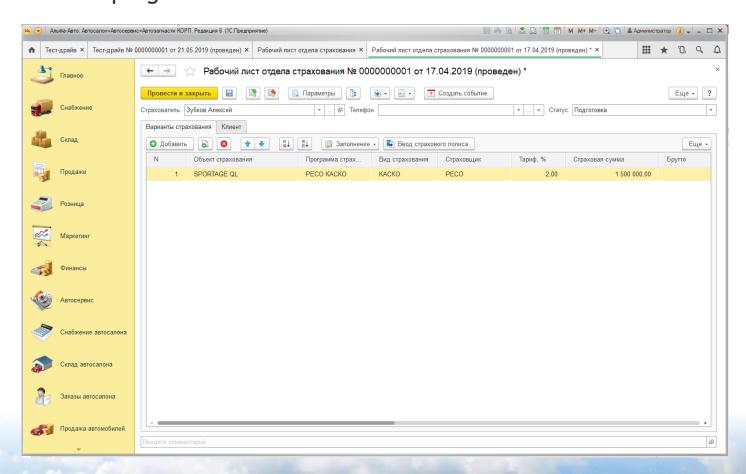


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1C-DOOUC INSURANCE DEPARTMENT WORKPLACE

For insurance department employees, the system has a special workplace that indicates insurance programs for vehicles or clients

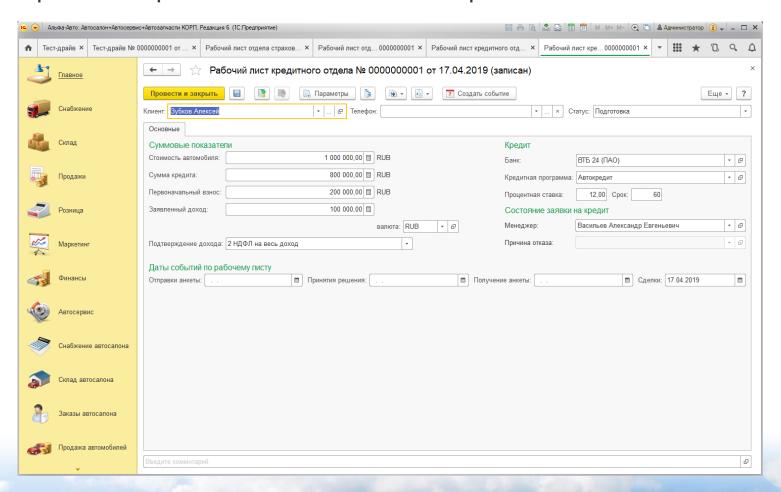


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LOAN DEPARTMENT WORKPLACE

The special workplace is allocated for Loan Department

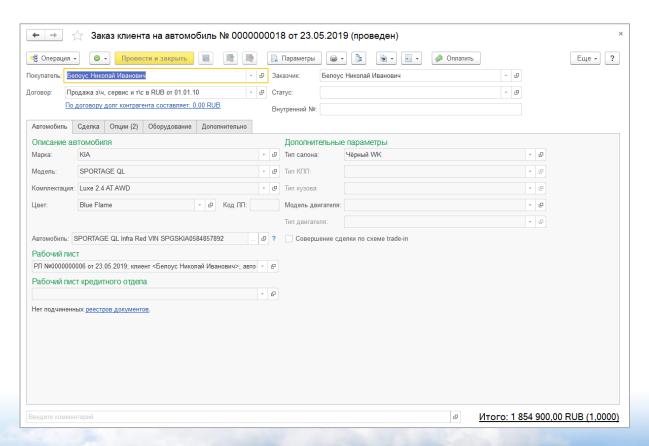


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CUSTOMER'S CAR ORDER

The document "Customer's car order" serves to shift from pre-sale activities to conclusion of a pre-sale contract. The document indicates the final configuration of the vehicle for sale

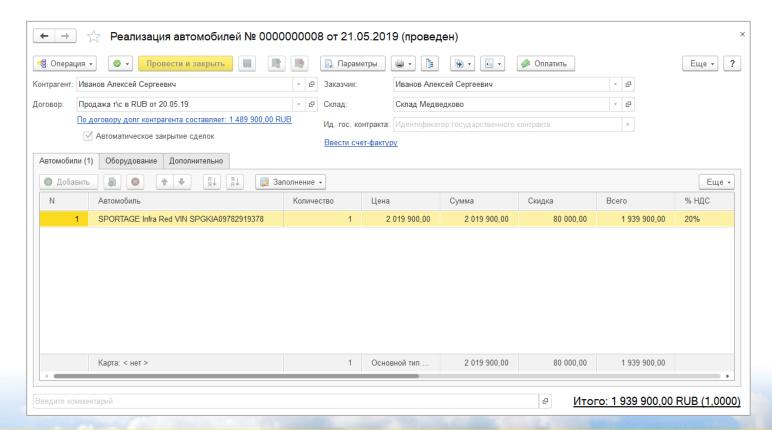


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VEHICLE HANDOVER

The fact of handover of a vehicle to the customer is recorded in the document "Car sales". Several cars can be shipped in one bill of sale. Mutual settlements with the customer, availability of the car and its configuration as per the order are verified simultaneously

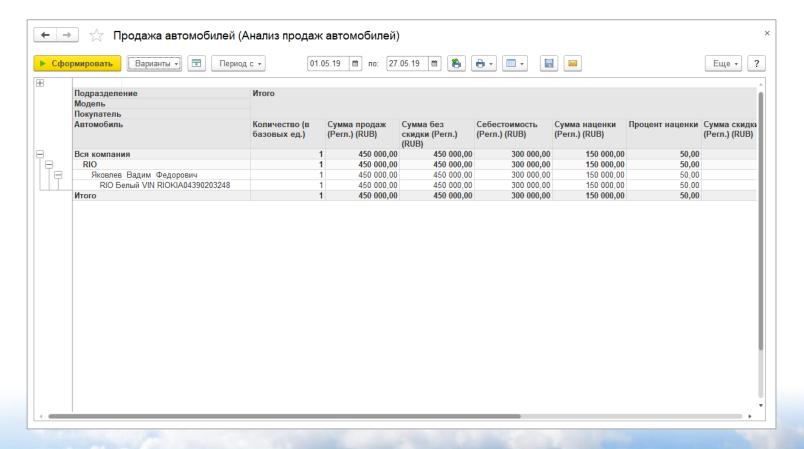


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CAR SALES ANALYSIS

Car sales can be analyzed in a special report form indicating the sales amounts, cost of vehicles and accessory equipment, amount and percentage of a discount and markup



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AFTER-SALES SERVICE IN ALFA-AUTO 6

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AUTO-SERVICE

- Setting up an appointment for repair
- Calculation of the repair cost
- Consideration of recommendations for the car service
- Working with service recall campaigns
- Division of customer and payer for repair
- Monitoring of the spare parts stock availability
- Reservation of spare parts from stock
- Spare parts order from a supplier
- Reception of spare parts required for repair from the warehouse
- Productive employees work time logging
- Subcontract repair
- Work performers
- Discounts on goods and services
- Bonus system
- Acceptance of payments from customers
- Closing of repair
- Reports on various processes of car service

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SPARE PARTS

- Work with spare parts catalog number
- Unique numbers from the manufacturer's catalog
- Logging and analysis of lost demand
- VAT rate for items
- Spare parts compatibility sorted by vehicle brands
- Spare part costing according to FIFO
- Several units of measurements for spare parts: piece, packaging, box
- Storage of several spare parts prices with the review of price history
- Information on spare parts analogues
- Information on items substitutions
- Barcodes for spare parts
- Spare parts order points

- Adding spare parts from the supplier's price list
- Storage of images and files for spare parts
- Storage positions for spare parts in stock
- Diverse inventory transactions with products: stock movement, stock control, writing-off, procurement, resorting
- Transactions related to spare parts import
- Reports on sales and movement of goods

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TYPES OF REPAIR

In the system, repairs are divided by type. The type determines whether the repair would be on a paid basis or free of charge, works and spare parts would be subject to VAT or not, standard hour for work, indication of the payers list classified by models. Examples of repair types:

- Warranty repair covered by the manufacturer
- Insurance repair covered by the insurance company
- Maintenance covered by the customer
- Commercial repair covered by the customer
- Maintenance under an after-sales service contract covered by the manufacturer
- Installation of accessory equipment included in the car price
- Pre-sale preparation gratuitous type of repair
- Repeated repair gratuitous type of repair
- Good will gratuitous type of repair
- Repair of own car fleet gratuitous type of repair

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- Separate list of car works
- Opportunity to connect works and spare parts to make an offer to the customer
- Selection of ancillary works the customer is not charged for
- Standard performance time and its adjustment according to a brand and option pack
- The cost of work is calculated by multiplying the work duration by the standard hour cost
- Separate list of standard hours in the system
- The standard hour cost may be changed eventually
- Regardless of the standard hour, cost of work can be fixed

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SIGNING UP FOR REPAIR

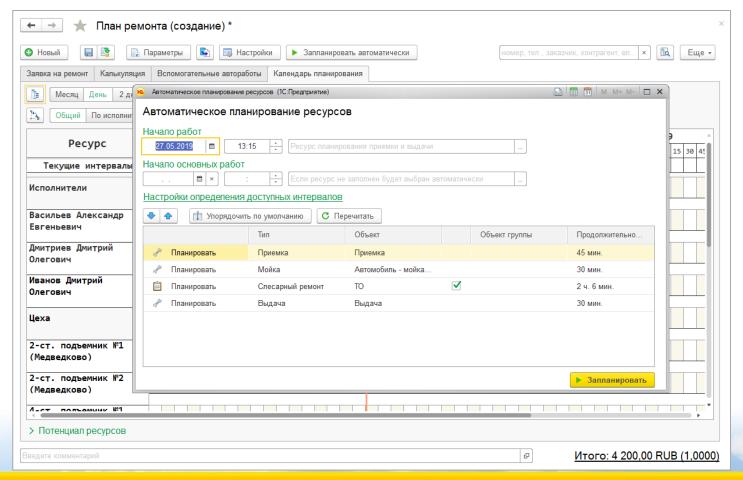
- Work planning by repair locations and employees (mechanics and service advisors)
- Auxiliary works planning: taking over, washing, cleaning, handover to the customer
- Booking of the current customer and vehicle with search in the lists, and reduced booking option with logging of the customer notification and vehicle brand
- Indication of works by entering reasons for appeal
- Calculation of repair with works and spare parts selection
- Automatic and manual planning by the repair area resources
- Planning for open-type repairs
- Grouping of repair locations and employees by work performed
- Presentation of work time logging data on the appointment calendar
- Accounting of working hours for repair locations and employees with the consideration of time sheets

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SIGNING UP FOR REPAIR

Example of automatic planning for taking over, three reasons of reaching out and vehicle hand over



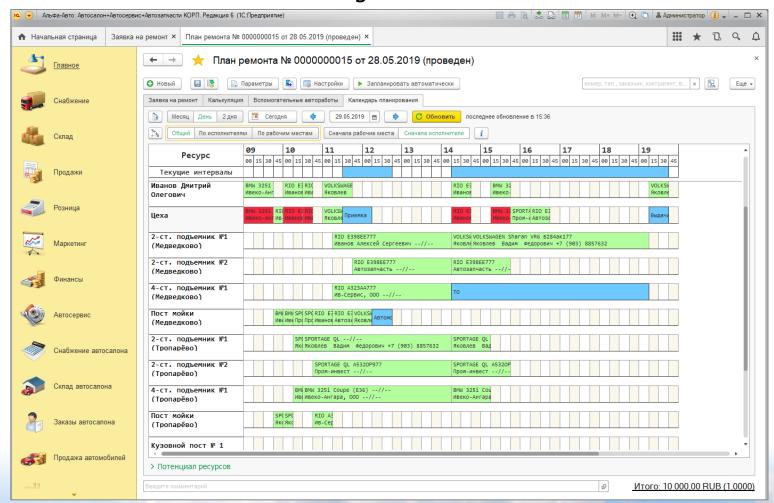
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SIGNING UP FOR REPAIR

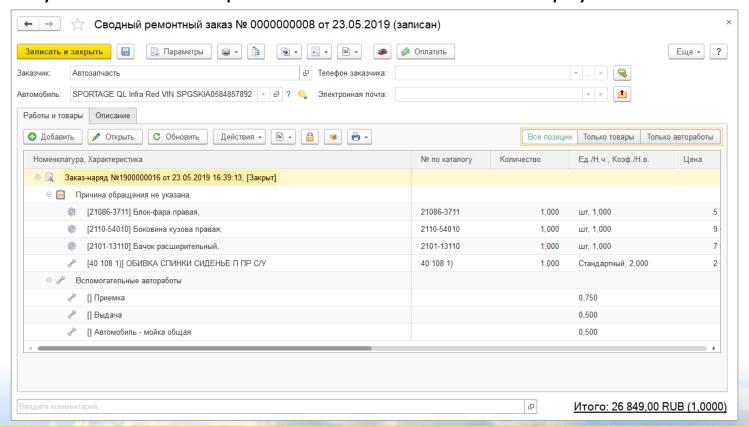
Result of the automatic scheduling





CONSOLIDATED REPAIR ORDER

A consolidated repair order indicates information upon the customer's arrival, it can be created based on the repair appointment. The document indicates a vehicle and the client that placed the order for repair. The consolidated repair order may include several purchase orders with different payers

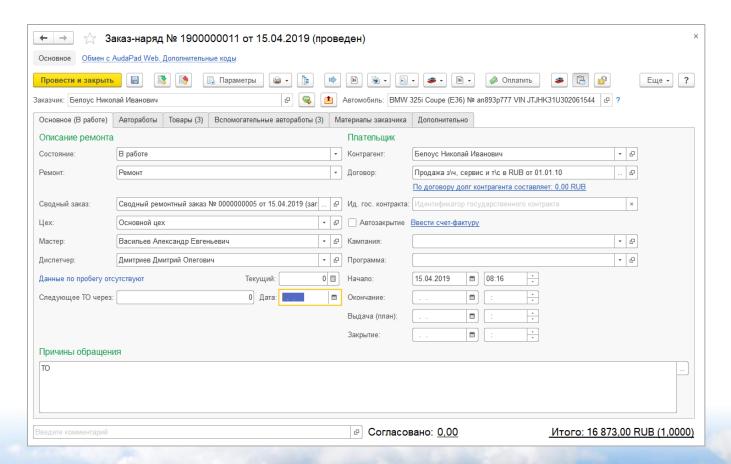


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PURCHASE ORDER

The purchase order indicates the payer for repair and its settlement contract, type of repair, repair shop, vehicle mileage and other parameters

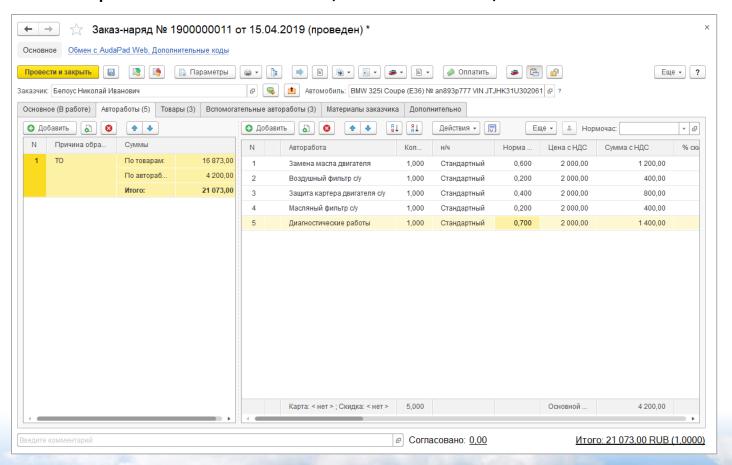


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Works and spare parts added to the order are grouped by reasons for request with indication of the performance standard, standard hour, valid client's discount

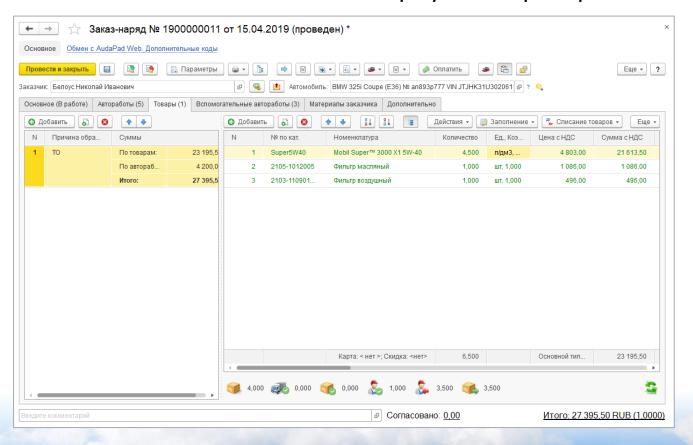


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The list of goods within the purchase order specifies spare parts necessary for repair with indication of price, quantity and unit of measurement. Stock status, number of booked and distributed items are displayed for spare parts

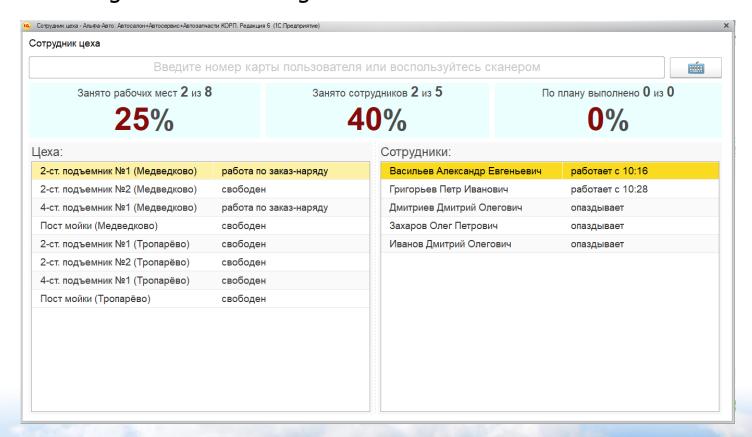


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WORKSHOP EMPLOYEE INTERFACE

A special interface that accounts mechanics' work with computers in the repair area has been developed in order to log working hours of workshop employees. Each mechanic is given a code to log in to the interface

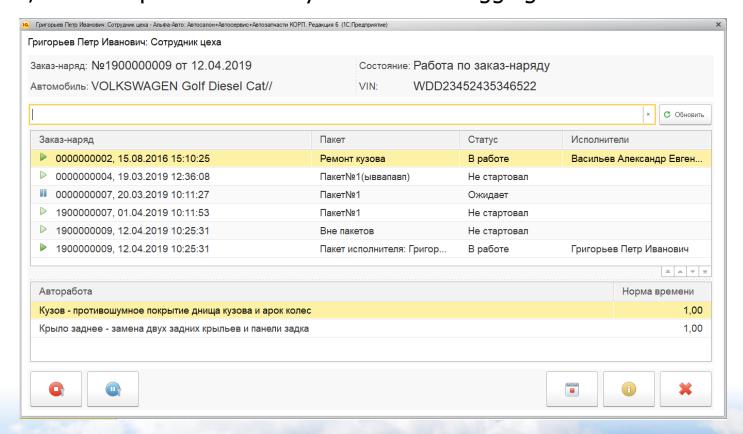


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WORKSHOP EMPLOYEE INTERFACE

The mechanic can see orders in progress and select jobs within one of them to mark the commence of work. An employee may take breaks during the work. In the future, it will be possible to analyze work time logging data

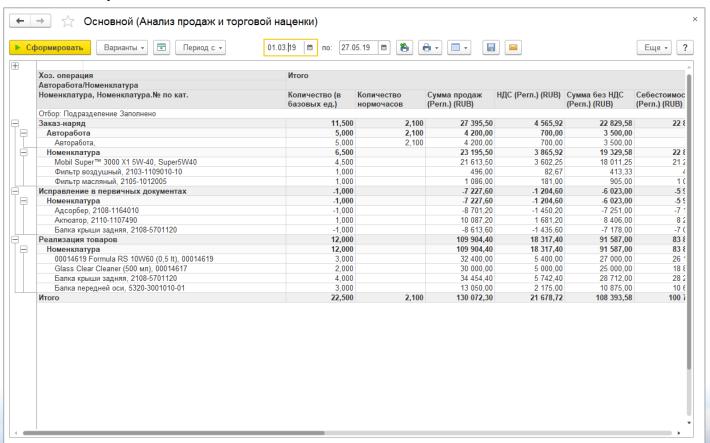


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ANALYSIS OF SALES AND TRADE MARGIN

The report is intended for analysis of spare parts sales and repair services. The report indicates sales amounts, net cost, amount and percentage of a discount and markup

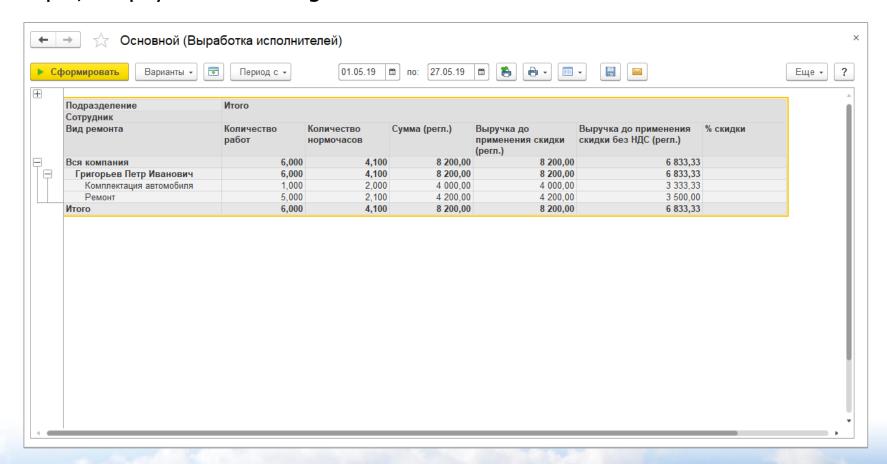


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PERFORMERS OUTPUT

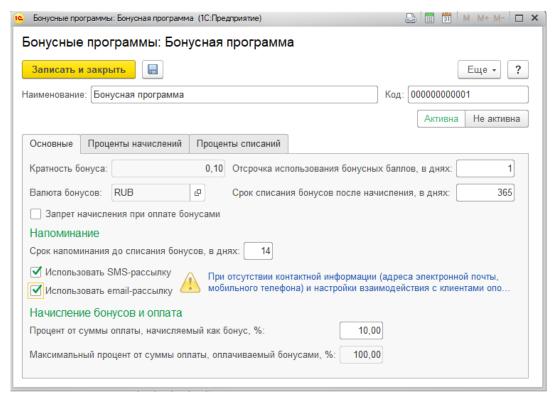
The report is intended to analyze the work of repair shops employees, for example, for payroll accounting



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BONUS SYSTEM



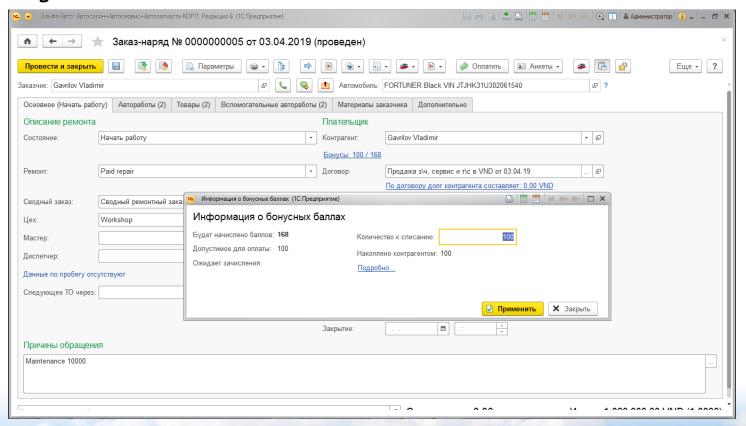
- Automatic bonuses accrual with repair closing and spare parts sale
- Automatic withdrawal of bonuses at the end of the validity period
- Opportunity to make changes to the bonus account
- Setting of the bonus multiplicity
- Terms of accrual, withdrawal, notification on bonuses withdrawal
- Update of bonuses accrual and withdrawal percentage ratio for different product and service groups, and stock-list types

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USE OF BONUS POINTS

The documents of spare parts sale and repair have a box that allows to review the customer's bonus account and the number of points accrued and withdrawn according to the document



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MUTUAL SETTLEMENTS IN ALFA-AUTO 6

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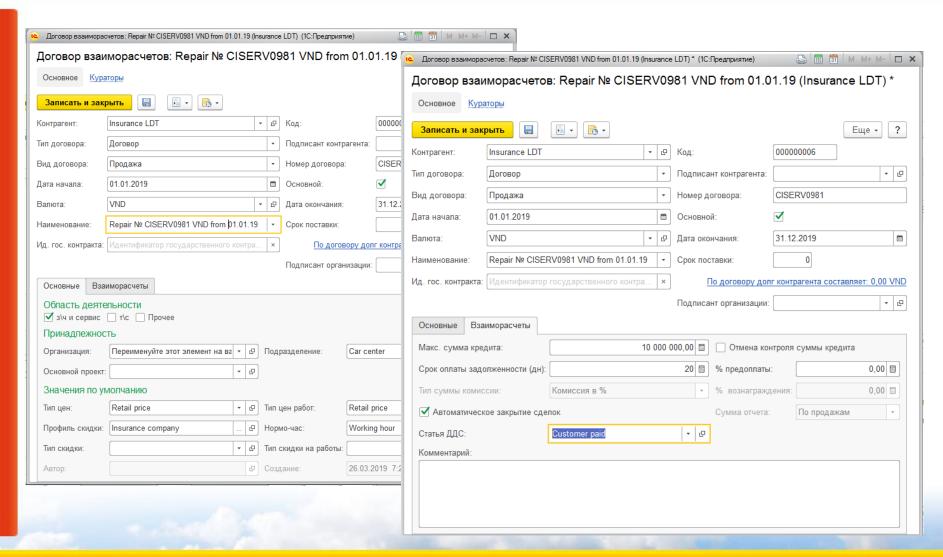
SETTLEMENT CONTRACTS

- Mutual settlements are carried out as stipulated in the contracts concluded with contractors
- Such contracts can be either virtual (with no contracts actually concluded with the clients, for example, for a physical entity) or in hard copies
- The contract is concluded in a certain currency
- Division into contracts with buyers and suppliers
- Division into contracts of car dealership and auto service
- In course of work, the term of the contract is considered
- The contract specifies the pricing parameters: types of prices for products and services, discounts, standard hours
- The mutual settlements parameters such as maximum loan amount, due date for payment, prepayment percentage are taken into account

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SETTLEMENT CONTRACTS

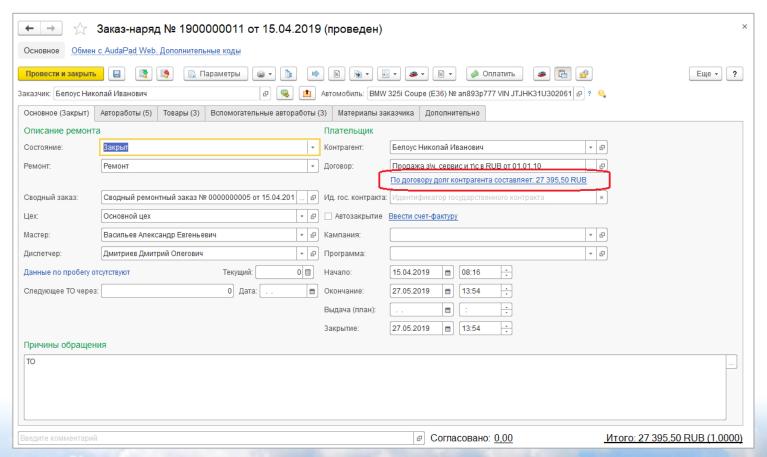


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DISPLAYING OF THE MUTUAL SETTLEMENT STATUS IN THE DOCUMENTS

Documents display a hyperlink that indicates the current status of mutual settlements with the customer, the relevant report pops us when the hyperlink is clicked



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ACCOUNTING OF MUTUAL SETTLEMENTS

- Automated transaction completion when posting documents
- Support of invoices addition and printing out
- When payments are added according to the documents, the relevant status of mutual settlements with the client is considered such as prepayments that were added before, and so on
- Support of mutual settlements adjustment, debt relief, reconciliation of mutual accounts with contractors

The following reports can be prepared:

- Mutual settlements with contractors
- Debt age
- Debt dynamics

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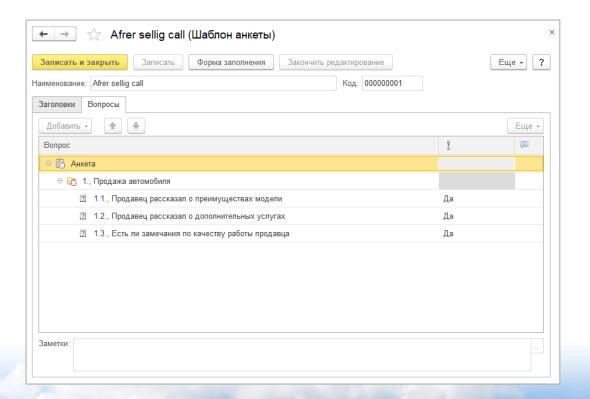
QUESTIONNAIRES, MAILINGS AND COMPLAINTS FROM THE CUSTOMERS IN ALFA-AUTO 6

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QUESTIONNAIRE SUBSYSTEM

The system provides the functionality for conducting surveys among contractors, employees and users. Questionnaires are created from templates and can include several sections and unlimited number of questions with different types of answers: drop-down list, data input field, free text

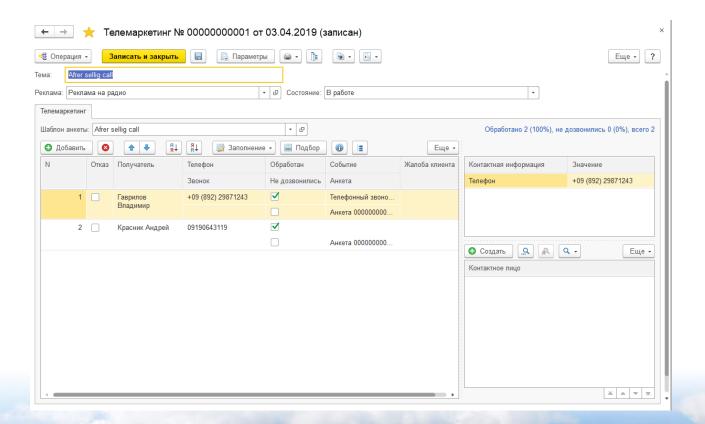


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DOCUMENT "MAILING" WITH OPERATION "TELEMARKETING"

The document "Mailing" is used in the system for bulk mailing of SMS and emails. In addition, the document can be used for making calls to customers with the operation "Telemarketing". The document indicates the list of contractors to call

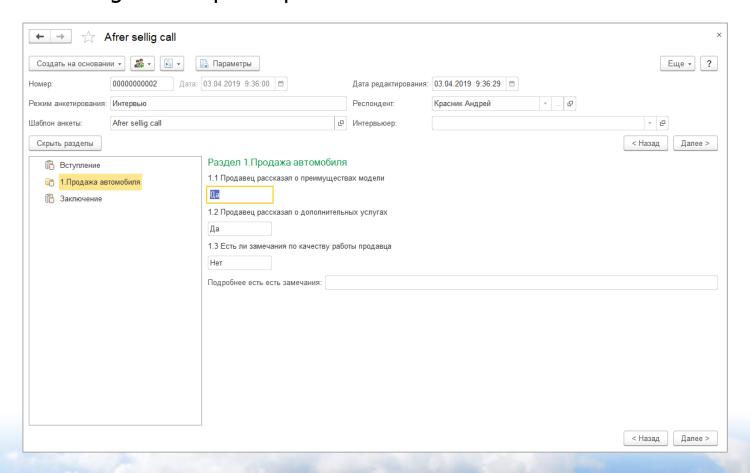


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TELEMARKETING SURVEYS

In the process of calling customers, it is possible to input a questionnaire for each line following the template specified in the document

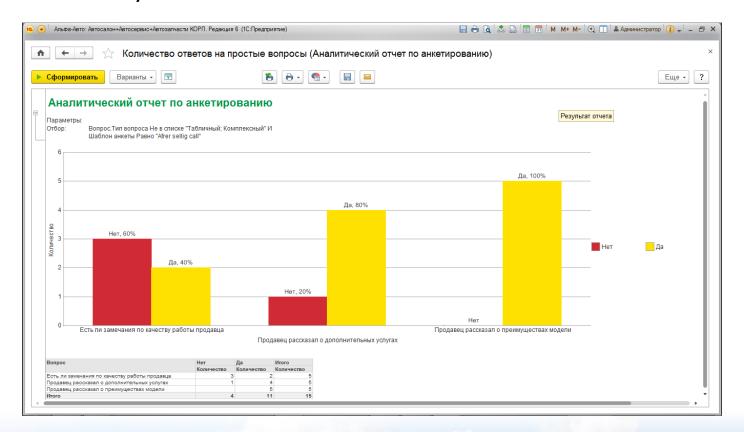


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ANALYTICAL REPORT BASED ON THE SURVEY

The analytical report based on the survey is intended to analyze the results of the customer survey

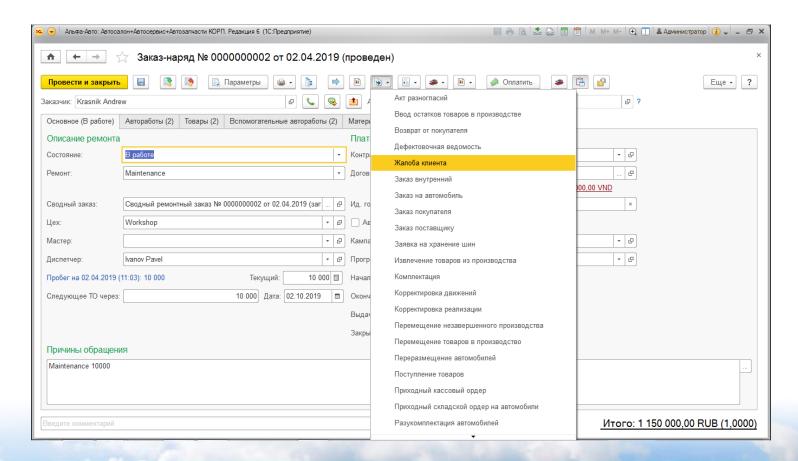


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CUSTOMER CLAIM REGISTRATION

The documents of a car dealership and auto-service provide for the registration of the customer's complaint towards the quality of the service rendered

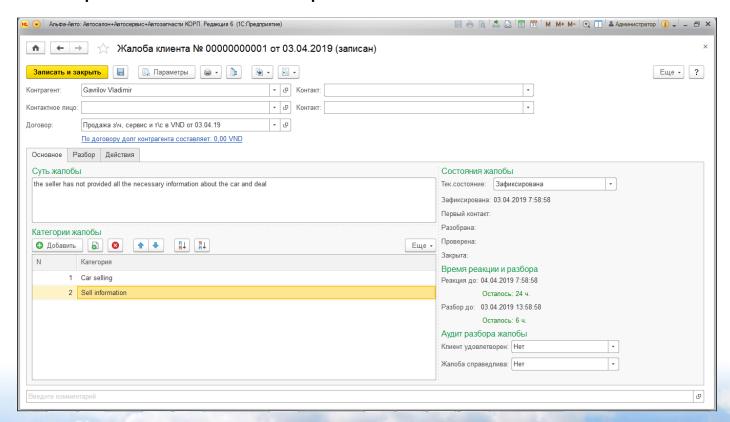


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DOCUMENT CUSTOMER COMPLAINT

The document allows to enter the summary of the customer complaint in free format. Also, the complaints can be sorted by categories for further analysis. The system provides the process for complaints review with the analysis of all parties' points and adoption of measures to prevent such a situation in the future

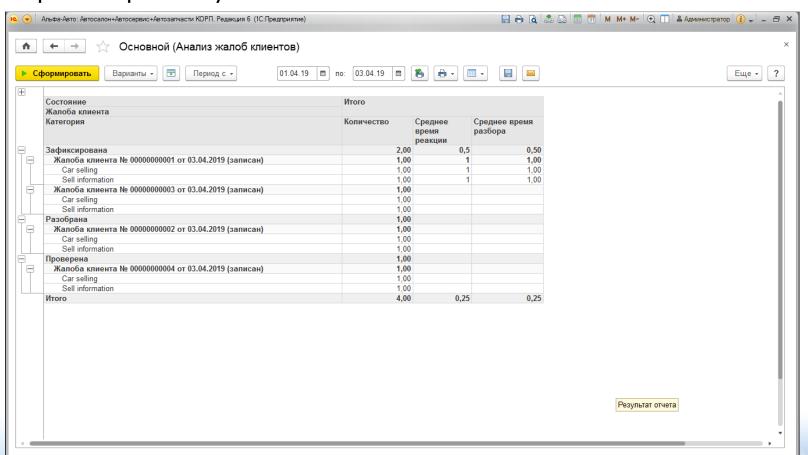


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1C-DODUCE ANALYSIS OF CUSTOMER COMPLAINTS

The system supports the creation of reports for analyzing customer complaints for the specified period by different criteria



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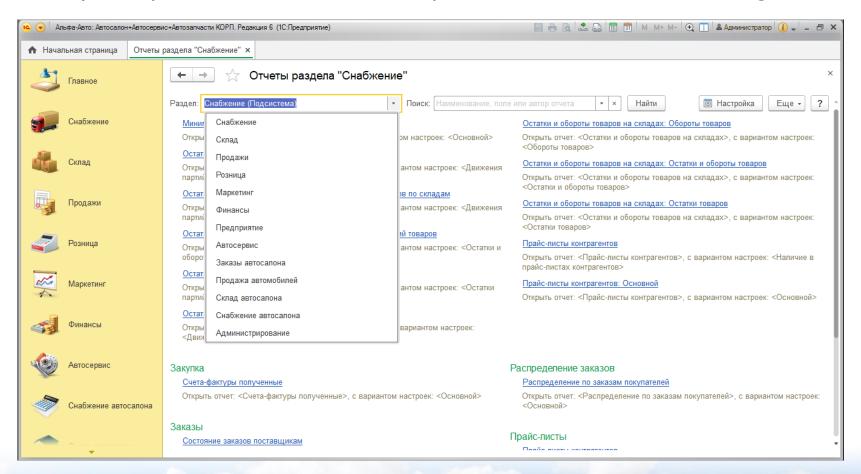


REPORTS IN ALFA-AUTO 6

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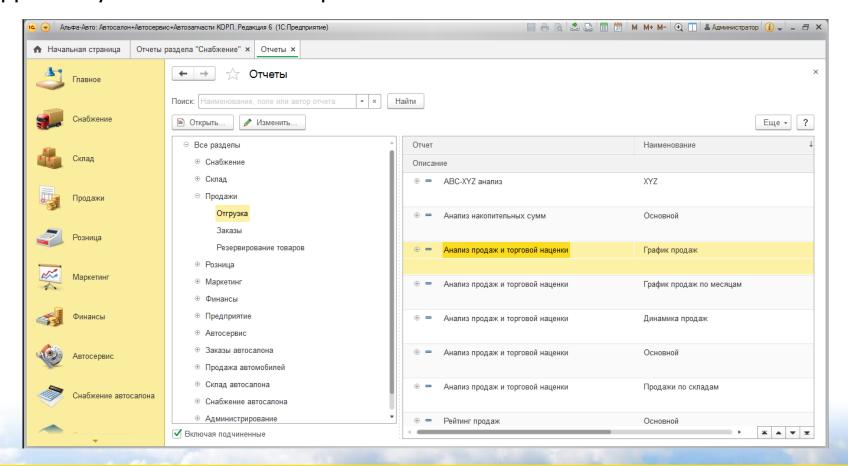
The system provides more than 170 reports for 13 fields of accounting



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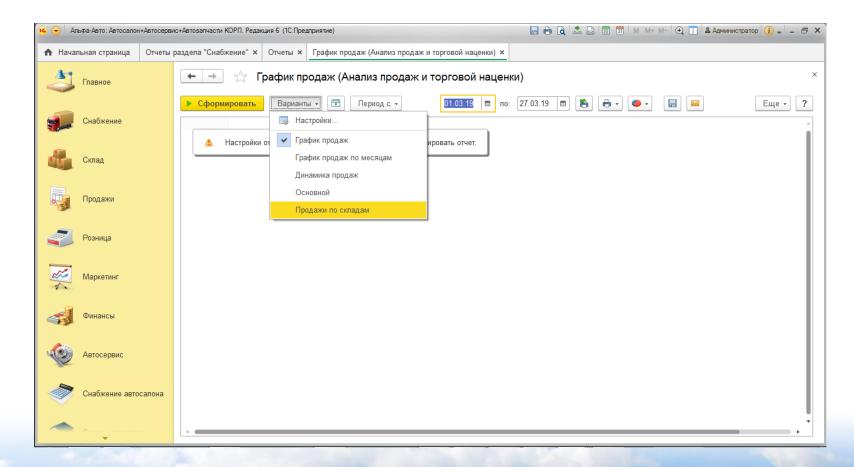
Various options for accessing reports – quick access to frequently used reports, separate list of reports sorted by section, common list of reports with the opportunity to search for the report



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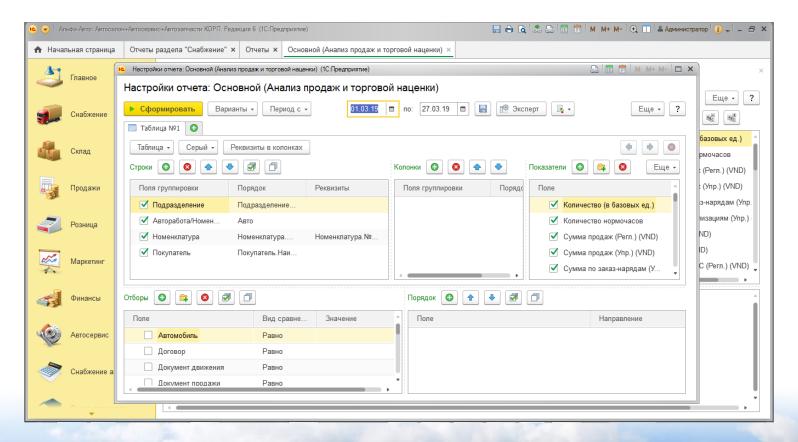
A list of options is stored for each report. Report options can be added in user mode and shared with all or specific users



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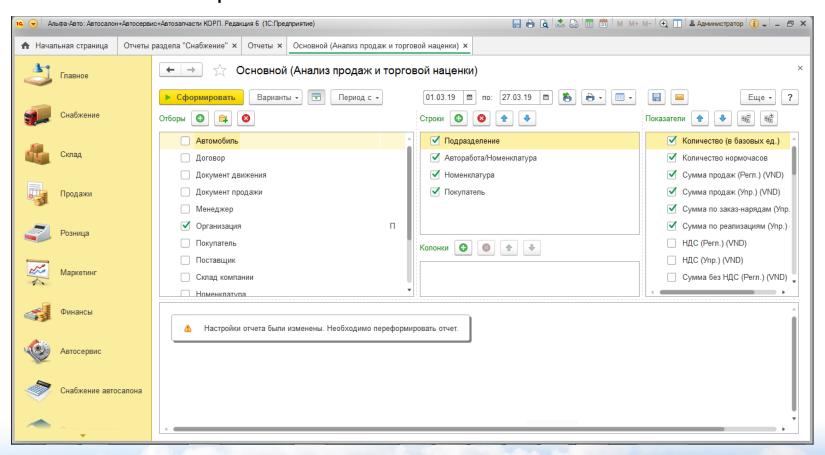
Report settings are similar to Excel pivot tables and contain parameters for rows and columns, metrics (not just for numeric ones), data selections (filters), fields for report data ranking



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The settings support quick access function. In addition, report settings can be exported to a file and uploaded to another Alfa-Auto database



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Additional features of working with reports:

- Analysis provided for in the system that allows to generate more detailed reports, quick transition to report data
- Export to an Excel, PDF, Word, HTML file
- Sending of this file attached to email
- Setting of the report mailing parameters and automatic receipt of the report from the system according to the schedule set
- Printing of the report results

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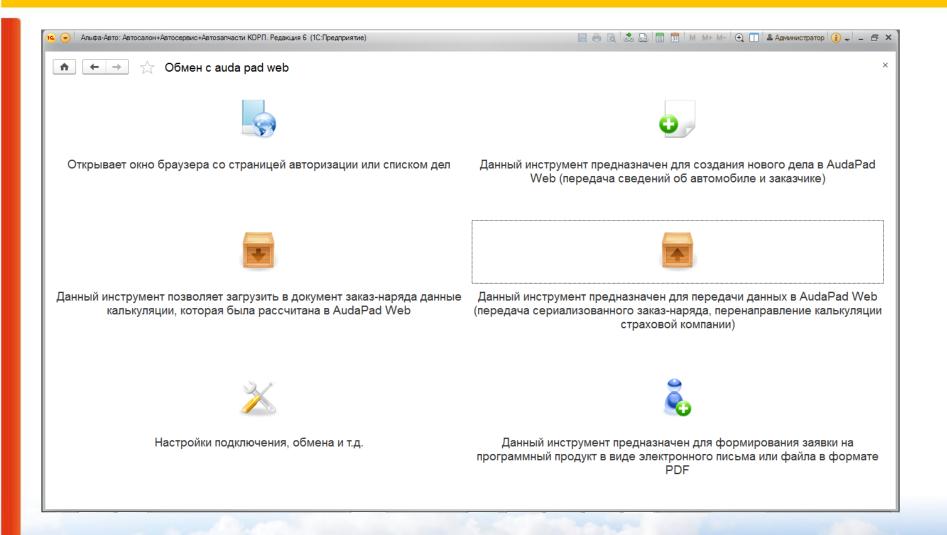


INTEGRATIONS IN ALFA-AUTO 6

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INTEGRATION WITH THE SYSTEM OF BODY REPAIR CALCULATION – AUDA PAD WEB

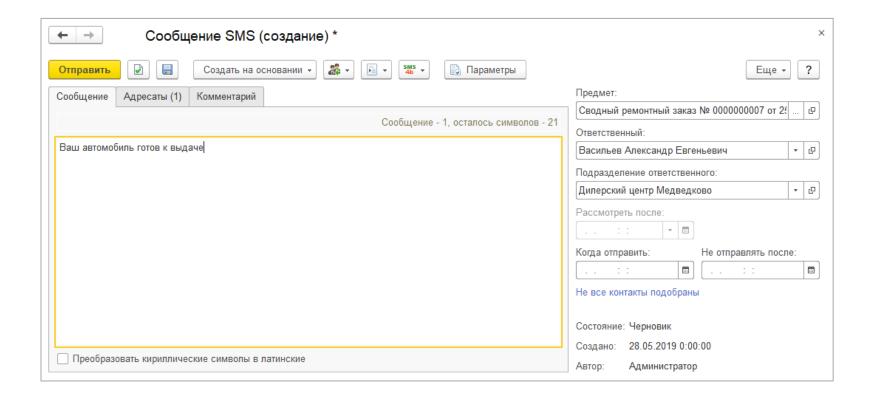


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SMS SENDING FROM THE SYSTEM

SMS are sent via the service www.sms4b.ru



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INTEGRATION WITH TELEPHONY

Integration with the software "1C-Rarus:Telephony Integration (SoftPhone)" that allows to:

- Manage the telephone line in the interface of "1C:Enterprise" including such operations as: answering to an incoming call, switching it on hold, transferring calls with consultation in the company, terminating the calls.
- Receive complete statistics on calls through PBX including missed calls, and automatically add information to "1C: Enterprise" solutions.
- Work with the statistics of calls through the graphic interface with the use of workplace and set of reports.
- Download and play phone calls recordings with the opportunity to restrict the access according to user rights (managers can listen to their own calls, supervisors –to the calls of their subordinates).
- Make outgoing calls from "1C" forms "by one click".
- Set up an automatic creation of a customer card or other actions when answering a call, make notes during a telephone conversation.
- Create one or more internal address books for quick search of colleagues' contact details and transferring a call to them/connect with them "by one-click".

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OTHER INTEGRATIONS

- Uploading data to documents and manuals from Excel formats
- Integration with Glazurit and Color Net Pro color management systems
- Import and export of bank statements
- Import of spare parts price lists with the creation of corresponding product cards
- Import of data on spare parts substitutes and analogues
- Connecting to the system of various commercial equipment
- Mechanisms of exchange with other 1C information bases in XML format
- Integration with Russian electronic document flow providers

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LICENSING



- "Alfa-Auto Car dealership + Auto-service + Auto Parts CORP, Ed. 6" is not an independent program and designed to be used with the platform "1C: Enterprise 8.3"
- The configuration contains protected code areas and involves software protection
- Default license of "Alfa-Auto Car dealership + Auto-service + Auto Parts CORP, Ed. 6" is limited to 20 workplaces
- In order to use the program on more workplaces, additional licenses for "Alfa-Auto, Edition 6" configuration and "1C:Enterprise 8.3" client licenses shall be obtained for the corresponding number of workplaces
- To work in a client-server mode, the user must possess a license for the server

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CONTACT DETAILS

- Address: Dmitrovskoe sh. 9B, Moscow
- Phone/fax: +7 (495) 223-04-04, +7 (495) 231-20-02
- Web: www.rarus.ru
- E-mail: alfa@rarus.ru

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