



## ERP FOR AUTOMOTIVE

ERP for Automotive is a comprehensive set of solutions designed for automotive manufacturers (OEMs), automotive suppliers, and sales and service organizations worldwide. With ERP for Automotive solutions, you can manage mission-critical business processes, including supply chain planning, manufacturing and logistics planning and execution, sales and marketing, and customer service. ERP for Automotive enables you to integrate your value chains for engineering, procurement, manufacturing, sales, and service. Plus, you can collaborate with business partners, acquire and service customers, and gain competitive advantage – regardless of the size of your company.

## THE BUSINESS PROCESS OF ENTERPRISE MANAGEMENT AND SUPPORT

ERP for Automotive enables you to solve business issues in real-time on both a strategic and an operational level. You have the tools you need to sense and respond to market changes and continually realign operations with market demands. You also have better control of business processes and assets through functionality for finance, human capital management, corporate services, and business analytics.

ERP for Automotive covers the key activities involved in enterprise management and support, including:

- **Financials** – ERP solutions provide complete functionality for accounting, reporting, performance management, and corporate governance.
- **Human capital management** – With ERP solutions, you have the capabilities you need to recruit, deploy, develop, motivate,
- **Operations support** – ERP solutions support the development and introduction of products throughout the entire product life cycle.
- **Corporate services** – ERP solutions address key areas such as employee incentives and commissions, travel management, facilities management, and environment, health, and safety.

## THE BUSINESS PROCESS OF OPERATIONAL PROCUREMENT AND INBOUND LOGISTICS

ERP for Automotive provides visibility into acknowledgments from suppliers that confirm material requirements and releases from a manufacturer. This allows you to plan for and view changes in demand while you update and track inbound shipments.



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With ERP solutions, you can manage all activities involved in operational procurement and inbound logistics, including:

- **Supplier-managed inventory** – ERP solutions support electronic communication between OEMs and their customers and enable supplier-managed inventory, providing visibility into inventory positions and changes in demand.
- **Delivery schedule processing** – ERP solutions enable automotive manufacturers to order assemblies and modules from their Tier I suppliers by using forecasts and just-in-time delivery schedules.
- **Inbound processing and receipt confirmation** – ERP solutions cover the inbound delivery process, including advance-shipment notification processing, physical receipt of the material, proof of delivery, and invoicing.
- **Invoicing** – You can create an invoice and transfer payment after confirming receipt of goods or services.

### THE BUSINESS PROCESS OF NEW PRODUCT DEVELOPMENT AND INTRODUCTION

ERP for Automotive enables key stakeholders such as product managers, release engineers, marketing staff, and suppliers to collaborate

With ERP for Automotive, you have the tools you need to manage the key activities involved in new product development and introduction, including:

- **Idea and concept management** – ERP solutions let you define product strategy, gather requirements, develop products, manage product portfolios and projects, manage Tier I sourcing, and coordinate production ramp-up.
- **Product development** – ERP solutions enable you to take control of product engineering, process engineering, and engineering change management.
- **Prototyping and ramp-up** – ERP solutions cover all the activities involved in developing a prototype to ensure an optimal product for release to manufacturing.

### THE BUSINESS PROCESS OF STRATEGIC SOURCING

ERP for Automotive gives you the functionality you need to manage the supply base and handle strategic sourcing processes, including spend analysis, bid processing, and contract negotiations. You can also handle critical readiness functions involving quality assurance and approval processes.



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With ERP for Automotive, you can manage key sourcing activities, including:

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1. **Source-of-supply management** – ERP for Automotive solutions enable you to conduct spend analysis, aggregate suppliers, volumes, and parts into commodity families, establish sourcing pipelines, and execute sourcing activities.
2. **Production part approval** – ERP solutions cover the quality assurance and approval processes required before a new part can be used in production.

## THE BUSINESS PROCESS OF MAKE-TO-ORDER/MAKE-TO-STOCK MANUFACTURING

ERP for Automotive allows you to plan production in response to a customer's needs. It gives you the flexibility to manufacture and replenish products based on an OEM's order type, including push, pull, and in-line vehicle sequence.

ERP for Automotive supports the full range of activities involved in make-to-order/make-to-stock manufacturing, including:

- **Supply-to-line management** – ERP solutions give you comprehensive functionality for managing inbound processing and components.
- **Outbound logistics** – ERP solutions cover outbound processing, transportation planning and execution, and freight costing.
- **Manufacturing** – With ERP solutions, you can handle a variety of manufacturing planning environments, including high-volume and highly configurable products, repetitive and quantity-based manufacturing, and order-centric production.
- **Enterprise asset management** – ERP solutions give you the functionality you need to optimize plant performance across installed assets at the lowest possible cost.

## THE BUSINESS PROCESS OF SALES ORDER MANAGEMENT

ERP for Automotive allows you to manage sales order processes from order entry to delivery and billing. It also lets you process incoming credit or payment notifications and create postings for financial accounts.



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With ERP for Automotive, you can handle key activities related to sales order management, including:

- **Sales planning and forecasting** – ERP solutions enable short-, mid-, and long-term planning and optimization of sales orders.
- **Sales order processing** – ERP solutions support all processes related to the execution of sales orders, plus subsequent processes such as billing, receipt settlement, and sales analysis.

## THE BUSINESS PROCESS OF ORDER-TO-DELIVERY MANAGEMENT

ERP for Automotive enables you to respond efficiently to customer requests for a new or used vehicle. It also gives you the tools you need to manage procurement, sales, and delivery processes. With ERP for Automotive, you can support the key activities involved with order-to-delivery management, including:

- **Vehicle order management** – ERP solutions enable you to manage vehicle orders, from order processing involving OEMs, importers, and distributors to configuring local add-ons and final distribution.
- **Vehicle search** – ERP solutions give you tools to meet customer demand by searching, locating, and reserving a vehicle
- **Used-vehicle sales** – ERP for Automotive delivers functionality that allows dealers and importers to manage the sale of used vehicles.

## THE BUSINESS PROCESS OF CHANNEL MANAGEMENT

ERP for Automotive enables the vehicle sales and distribution channel to effectively sell and service vehicles by integrating dealer employees through portal applications and integrating dealer business management system through Web-based services.

With ERP, you can handle a broad range of activities related to channel management, including:

- **Lead analysis and processing** - ERP solutions let you take advantage of capabilities to improve marketing, account, contact, and lead management, including the capture and routing of leads to a specific channel and partner.



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- **Dealer vehicle sales** - ERP solutions give you the functionality you need to collaboratively sell and service vehicles through the distribution channel, with capabilities for configuring, ordering, and customer assignment.
- **Service parts ordering**- With ERP for Automotive, you can handle vehicle parts selection and ordering, warranty claim entry, and parts return.

## THE BUSINESS PROCESS OF WARRANTY MANAGEMENT

ERP for Automotive lets you handle claims from customers or partners, including dealers. You can send, copy, validate, and price claims. You can also store and easily access claims histories.

ERP for Automotive supports a full range of activities related to warranty management, including:

- **Warranty claims processing**- With ERP solution, you can enter, check, and evaluate claim against contractual data and specific business rules. You can also validate warranty agreements, code and categorize claims, and automate payment.
- **Credit memo processing**- You can create review, and release a credit memo if a customer is overcharged, returns a defective product, or complains about a service performed.

## THE BUSINESS PROCESS OF BRAND AND CUSTOMER MANAGEMENT

ERP for Automotive helps you track information about customers, business transactions, and partner relationships. You can leverage this data in customer contacts and collaborative marketing activities. You can also reach individual customers across communication channels, including the dealer network, call centers, and Web sites.

With ERP, you have the functionality you need to support a range of brand and customer management activities, including:

- **Campaign monitoring and analysis**- You can manage all aspects of sales, marketing, and services campaigns, including lead generation activities targeting specific groups and brand owners. ERP covers the complete campaign life cycle, including data management for capturing new business prospects and customer contacts.
- **Customer satisfaction and loyalty analysis**- ERP solution enable you to execute customer loyalty initiative and customer satisfaction surveys to attract and retain customers.
- **Activity processing**- With ERP for Automotive, you can cost-effectively manage sales events and related activities while measuring success.



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- **Customer profitability analysis-** ERP for Automotive enables you to determine the value of a customer based on

sales, marketing, and service costs, plus the customer's revenue contribution over time.

## THE BUSINESS PROCESS OF SERVICE PARTS MANAGEMENT

ERP for Automotive supports service parts management, including planning, fulfillment, and logistics of service parts. ERP solutions cover activities such as demand forecasting, distribution and stocking strategy, goods movement, and repair of parts. Our solutions also support sales and service divisions for both manufacturers and suppliers.

ERP for Automotive supports a full range of activities related to service parts management, including:

- **Parts demand forecasting-** ERP solutions enable you to create a demand plan at any level of detail. Forecasting algorithms and flexible macros enable you to carry out any kind of calculation or check.
- **Supplier collaboration-** ERP solutions provide capabilities that help you work with suppliers, service providers, and customers.
- **Parts inbound processing and receipt confirmation-** With ERP solutions, you can procure parts, handle goods movement of new and returned parts, ensure quality levels, and manage warehousing and transportation.

## THE BUSINESS PROCESS OF DEALER BUSINESS MANAGEMENT

ERP for Automotive enables comprehensive management of all business processes for dealerships, whether independent, part of a dealer group, or OEM-owned. ERP integrates dealer-specific processes such as vehicle sales, vehicle service, service-parts management, marketing, and finance.

ERP for Automotive supports a full range of activities related to dealer business management, including:

- **New and used vehicle sales –** ERP offers capabilities to minimize the administration, finance, and daily operation of vehicle sales by linking customer requests and vehicle orders with existing stock at the dealer, within the enterprise, and in the pipeline.



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- **Vehicle-service management** - ERP gives dealers control over day-to-day operations such as appointment scheduling, work-order management, service reminders, service marketing and reporting, and service-cycle management.
- **Parts and accessories sales** – ERP optimizes inventory investment to support counter sales and repair and installation activities. The process is integrated with service, marketing, and finance. The dealer has complete control over the movement of both new and returned parts, as well as inventory and parts-procurement processes.
- **Marketing** – With ERP, you can target new-business prospects while improving customer contact and retention. Capabilities include data management of prospects and customers, as well as automated follow-up for vehicle and

service campaigns.

- **Finance** – ERP offers an integrated suite of ledgers that increases insight for more assured decision-making. It also provides integrated reporting, analysis, and compliance with business process and transaction systems, helping with business planning, forecasting, and cost and profitability management.

## BUSINESS BENEFITS

ERP for Automotive delivers comprehensive functionality that enables you to gain the following business benefits:

- **Improved efficiency** – ERP for Automotive allows you to maximize revenue opportunity, manage and control costs, improve quality, and accelerate time to delivery.
- **Reduced risk** – Real-time information about projects, processes, operational performance, and markets gives you early warning of shifts in demand, customer requirements, and economic conditions.
- **Increased visibility and control** – Advanced analytics allow you to identify precisely where you're incurring product and production costs, enabling you to increase efficiencies across all assets.
- **Faster time to market** – ERP solutions accelerate time to market by enhancing communication, improving collaboration, and
- **Expanded reach** – With ERP solutions, you can manage the entire value chain, communicating through enterprise portals and enabling global collaboration among employees, partners, and customers.



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- **Higher sales** – ERP solutions enable you to anticipate and adapt to market needs, identify new business opportunities, and explore new ways to grow market share, revenues, and profits. Support for dealer business management enables processes such as vehicle sales, vehicle service, service-parts management, marketing, and finance.
  - **Improved supply chain management** – Locate-to-order, make-to-order, and make-to-stock processes provide insights into demand, inventory, and capacity – enabling you to respond to customer needs.
  - **Enhanced aftermarket service** – With ERP solutions, you can understand customer needs, enhance customer service, and provide superior support to maximize revenues in the high-margin aftermarket business.
  - **Lower total cost of ownership** – ERP for Automotive reduces total cost of ownership by providing best-of-breed functionality and eliminating the need for the costly interfaces required by point solutions.
- **Seamless integration** – ERP solutions seamlessly integrate key areas of the enterprise, including supply chain management, customer relationship management, product life-cycle management, enterprise resource planning, and business intelligence. ERP solutions provide a single, integrated foundation, so you don't have to maintain a knowledge base of disparate systems.

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