

Product

- ▶ Epicor® Automotive Aftermarket

Benefits

- ▶ Increase service revenue and profitability
- ▶ Eliminate costly manual estimating and sourcing practices
- ▶ Dramatically increase shop efficiency
- ▶ Add value to each customer visit

Make Your Service Counter a More Powerful Revenue Engine

Epicor Integrated Service Estimator (ISE) is a powerful, user-friendly solution that has helped thousands of vehicle service businesses streamline the way they generate accurate, professional repair estimates and source all necessary replacement parts. This web-based solution is ideal for any shop that wants the ability to increase service revenue and profitability. The ISE solution works in conjunction within an existing* shop management system or by using it as a standalone tool.

The ISE solution helps eliminate time-intensive manual and phone-based estimating and sourcing practices. With the click of a mouse, users enjoy access to world-class parts, labor and jobs databases—including original equipment (OE) manufacturer service intervals—needed to generate comprehensive, accurate estimates. Service writers can then quickly identify, price, and order corresponding parts from local sources without picking up the telephone.

Shops using the ISE solution commonly report strong increases in revenue from mechanical repairs and preventative maintenance services. The solution also helps drive gains in gross margin, employee productivity, bay throughput, and customer satisfaction.

Complete estimates in two minutes or less

- ▶ Quickly find parts, labor, maintenance intervals, and more using industry-leading Epicor eCatalog resources
- ▶ Access complete, preconfigured jobs packages covering hundreds of common repairs/services
- ▶ Capture custom parts, labor, and other charges for any job
- ▶ Provide faster, more professional service to every customer

Eliminate costly estimating errors

- ▶ No re-keying necessary to capture latest parts and labor information and related costs
- ▶ Real-time parts pricing and availability minimizes mistakes, lost margins, and customer complaints

Generate additional service opportunities

- ▶ OE service intervals database helps drive additional revenue
- ▶ Expand into new service categories through immediate access to parts and repair information and local suppliers
- ▶ Optional tablet-based “Smart Inspection” feature guides technicians through vehicle-specific inspections and automates capture and sharing of results

Increase close rate and customer satisfaction

- ▶ Fast, comprehensive, and accurate estimates promote customer confidence and satisfaction
- ▶ Optional “Smart Inspection” feature helps customers see and understand system/component issues
- ▶ All information can be shared with vehicle owners at the counter or via email

Product features

100% web-based architecture

The ISE solution is intuitive, user-friendly, and always up to date.

Epicor PartExpert® eCatalog

Access more than 12 million part numbers—plus millions of part images, technical bulletins, and other important information.

LaborExpert™

Aftermarket flat-rate labor guide is based on Mitchell 1® solution.

Jobs database

Hundreds of time-saving maintenance and repair packages are pre-mapped to parts, labor, specifications, fluids, and more.

Additional repair information

Access your existing Mitchell 1 OnDemand or ALLDATA® Repair S3000 account within ISE solution.

Integrated parts sourcing

Check pricing and availability and execute orders through the vast network of Epicor-connected suppliers.

Custom parts and labor

Customize each estimate to accurately reflect all the work to be performed.

OE Cross Reference	
OE Number	88926294
OEManufacturer	GM
OE Number	88972167
OEManufacturer	GM
OE Number	88973887
OEManufacturer	GM
OE Number	94858649
OEManufacturer	GM
OE Number	1610009080
OEManufacturer	TOYOTA
OE Number	1610009130
OEManufacturer	TOYOTA

Shop-specific labor and pricing

Establish each location's labor rates and pricing matrix to meet margin goals.

Additional Integrated Tools Interchange®

Access more than 22 million parts interchange listings for OE-to-Aftermarket and Aftermarket-to-Aftermarket lines.

Non-automotive applications

Expand into medium-duty, heavy-duty, small-engine, marine, motorcycle, agricultural, industrial, and recreational equipment repairs.

Tire-by-size

Complete tire-lookup tool covers most manufacturers.

Vehicle specifications

Gain instant access to fluid types/capacities, torque specs, fitting and plug sizes, spark plug gaps, ball joint tolerances, rotor discard criteria, and more.

ServicePlus™

Comprehensive database of OEM-recommended service intervals, including routine and severe-service maintenance schedules.

VIN decoder

Advanced VIN decoding feature instantly identifies year/make/model/engine and most vehicle-specific characteristics.

*Epicor Integrated Service Estimator can be used in conjunction with most leading shop management solutions (SMS). Contact your SMS provider to determine availability. ISE also is available as a standalone solution.

About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software designed to fit the precise needs of our manufacturing, distribution, retail, and service industry customers. More than 45 years of experience with our customers' unique business processes and operational requirements are built into every solution—in the cloud or on premises. With this deep understanding of your industry, Epicor solutions dramatically improve performance and profitability while easing complexity so you can focus on growth. For more information, [connect with Epicor](#) or visit www.epicor.com.



Contact us today info@epicor.com www.epicor.com

Corporate Office | 804 Las Cimas Parkway | Austin, TX 78746 | +1.888.448.2636

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