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Management Software

Modern, intuitive and connected

Less than 25 years ago, the first management software had very little in common with those that can be found today in most repair shops. They were anything but user friendly.

Parts suppliers and distributors were the first ones to see the huge asset that a computerized catalogue can become, including their integration in softwares dedicated to the needs of shops and technicians

> Bi-directional client-shop communication allows the client to connect with the shop to obtain info about his or her vehicle or to make an appointment.

Giant steps since 2000

Going back to the turn of the century — not that long ago — we were then starting to see what user-friendly software could look like, combining the usefulness of electronic communications, Internet connections and to some degree satellite communications.

Very few of such software are available on the Canadian market. Those available come from a few key players, like CoStar, Carrus and VL Communications. catalogues.
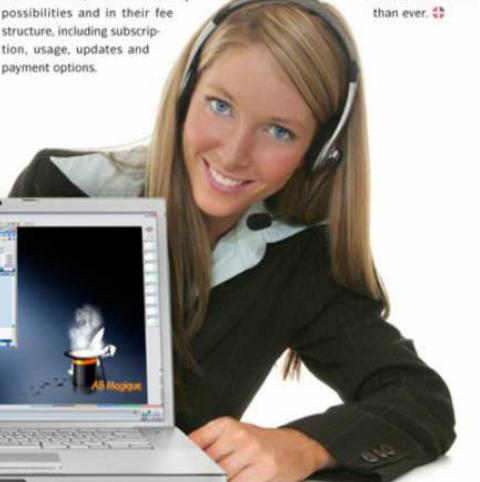
How do these software compare?

The major management software offered in Canada share the capacity to seamlessly access Mitchell, Uni-select or CARQUEST. They all offer integration with part suppliers and offer basic options like order and billing functions. Where they do differ is in the user-friendliness of their interface, their connectivity possibilities and in their fee structure, including subscription, usage, updates and payment options.

VL Communications' AB Magique is one of these software. Bilingual, it is the only one to offer real-time bi-directional client-shop communication, allowing the client to connect with the shop to obtain info about his or her vehicle or to make an appointment.

Modern and intuitive

What is the future for these softwares? With the quick development of telematics and the common use of GPS and cell phones, shop softwares will become even more efficient and useful than ever.

Students attending the Qualitech Professional training centre, in Trois-Rivières, QC, are trained from the start in the use of shop management software.