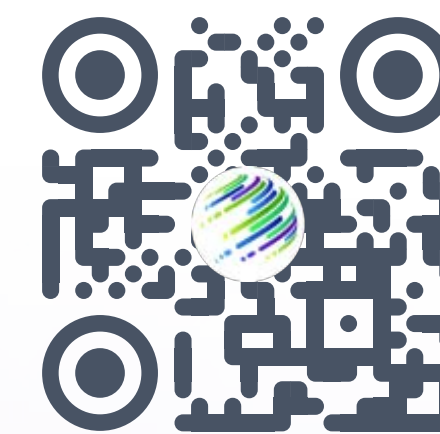


Logic Stars Group LLC

# Ecosystem building concept





Founded on April 1, 2003. The main activity of the company is the development, implementation and support of an complexed system for automating the activities of the auto distributor LSAvto PRO.

from **2003**

We launch the systems  
for dealerships (LSAvto DMS)  
for major car brands

from **2006**

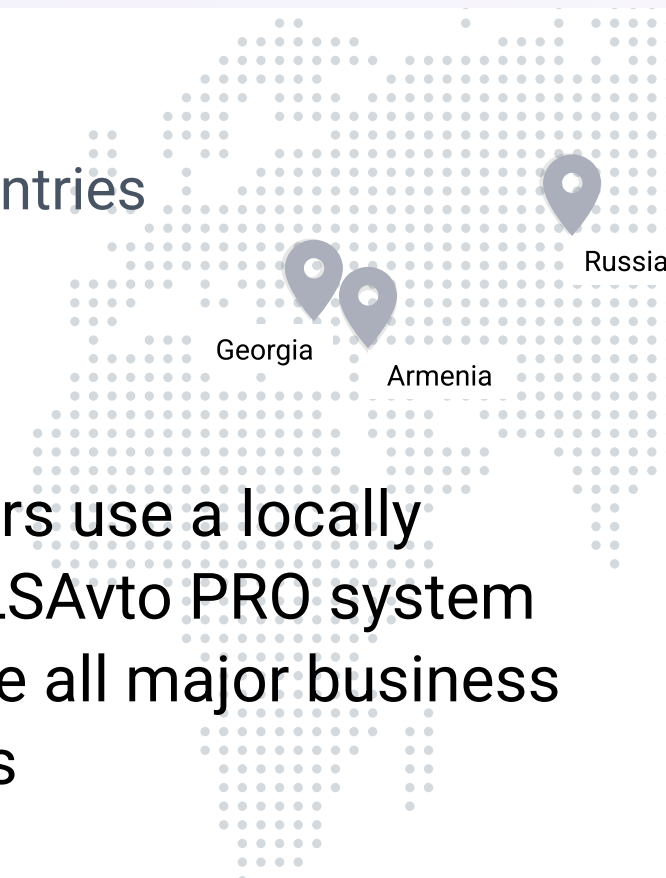
We launch software  
for auto distributors

more than **1000**  
enterprises

Solutions from the company  
Logic Strars Group are used  
in Russia and abroad

in **3** countries

Distributors use a locally  
adapted LSAvto PRO system  
to manage all major business  
processes

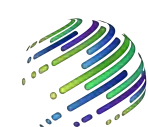


A comprehensive solution from Logic Stars Group includes:

**01** Ensuring the compliance with the national legislation of the countries of presence in terms of keeping records

**02** Integrations with the necessary state systems

**03** Compliance with the personal data processing policy



# Facts about the LSAvto system



**100%**  
dealers



**20%**



**Mercedes-Benz**  
dealers in Russia



Georgia and Armenia



**We are also trusted by:**



Logic Stars Group



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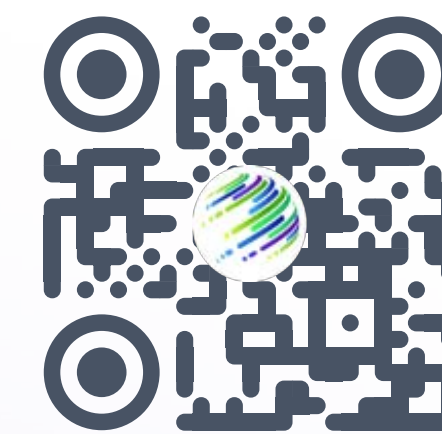
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## Partners



**auto.ru  
бизнес**



Logic Stars Group



<https://logicstars.ru>



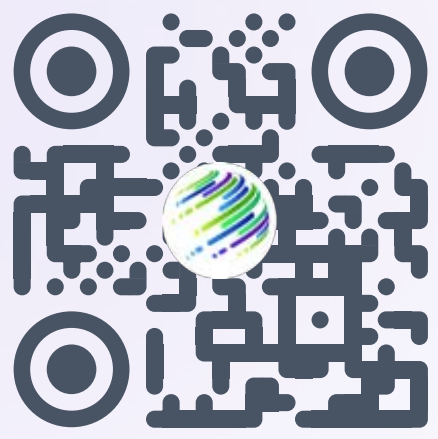
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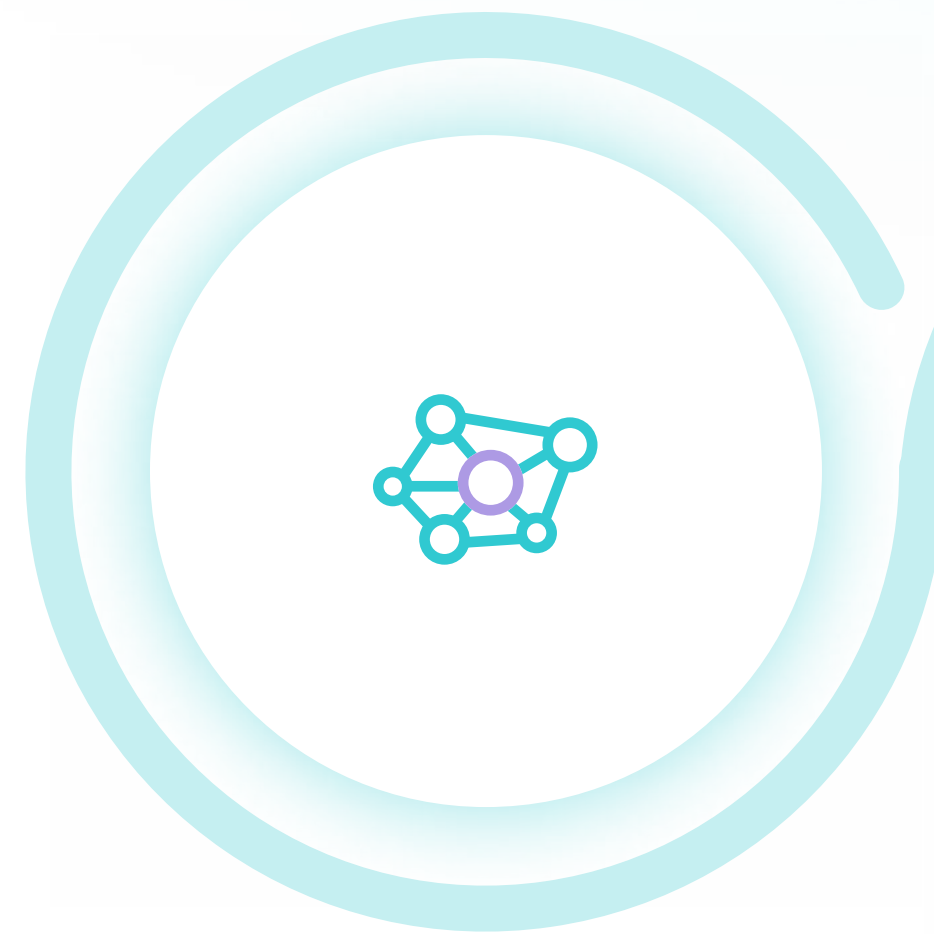
[info@logicstars.ru](mailto:info@logicstars.ru)



# Ecosystem



Single information space  
with a Distributor



Consolidated  
reporting



Premium  
service



Dealer standarts



Data exchange with  
a Dealer system



Logic Stars Group



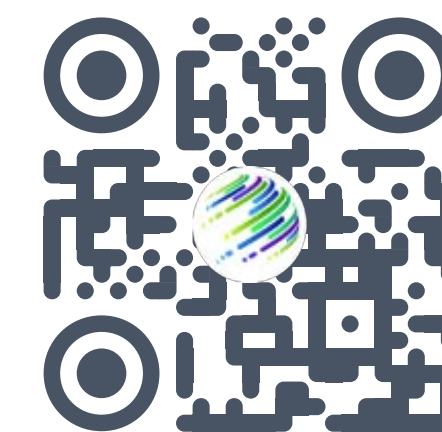
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## Single information space with a Distributor

1  
General information system for registration, accounting and analysis of events related to customer activity

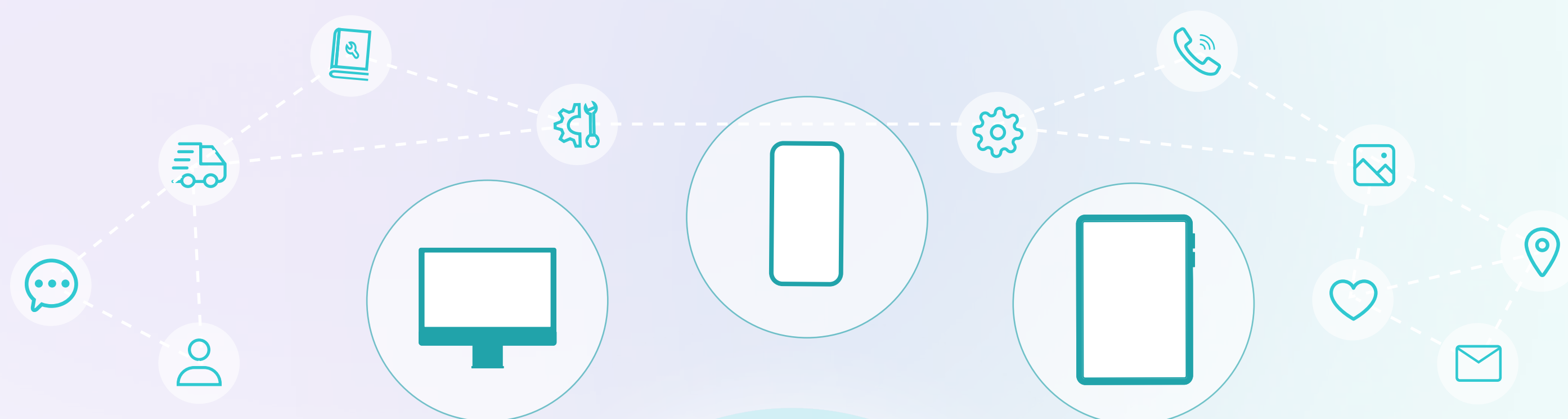
2  
General directories

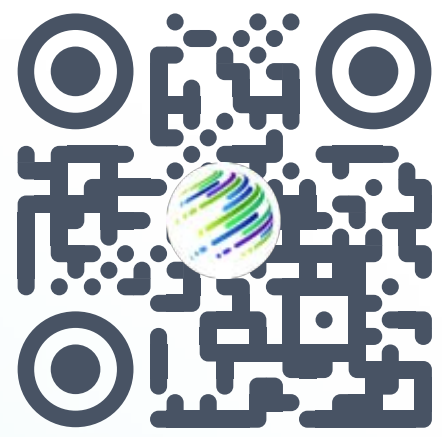
3  
Centralized source of leads

4  
Joint participation of the customer, the Dealer and the Distributor in solving the customer's problems

5  
Mobile application for the Dealer's employees (tablet)

6  
Telemetry data of customer's vehicles





Centralized storage of current dealer standards



Automatic calculation of quantitative indicators



Ability to assess quality indicators



Multi-factor KPI system



Dealer audit assistance



Dealer rating table



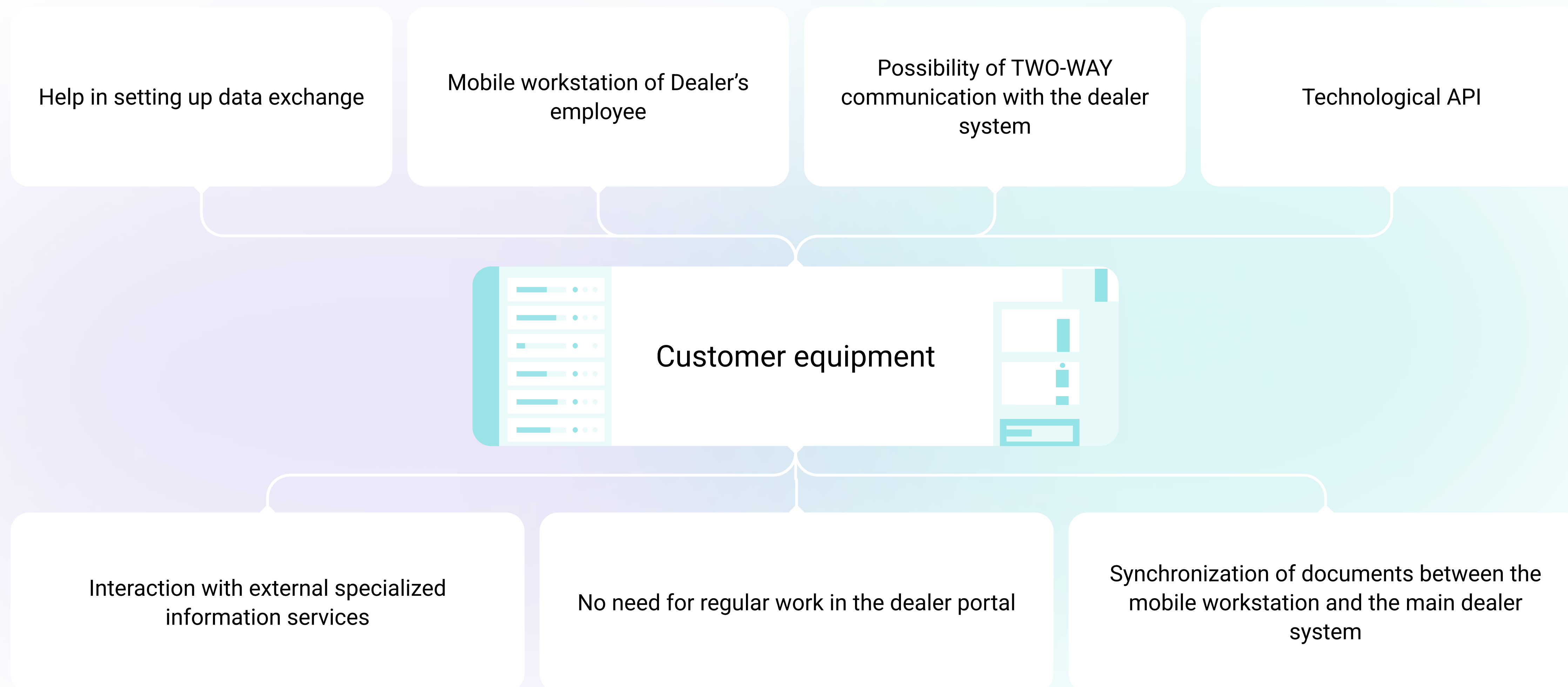
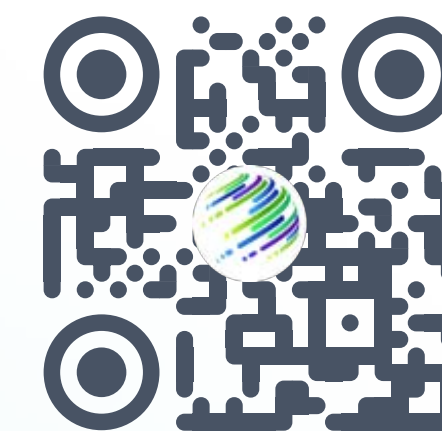
Centralized management of document templates issued to clients

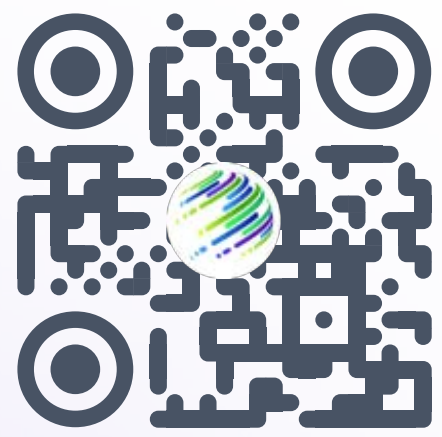






## Data exchange





Online control of car repair

Modern IT assistants

Dealer's employee  
personal account

Proactive customer contact

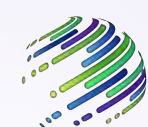
Automobile online



Electronic service book

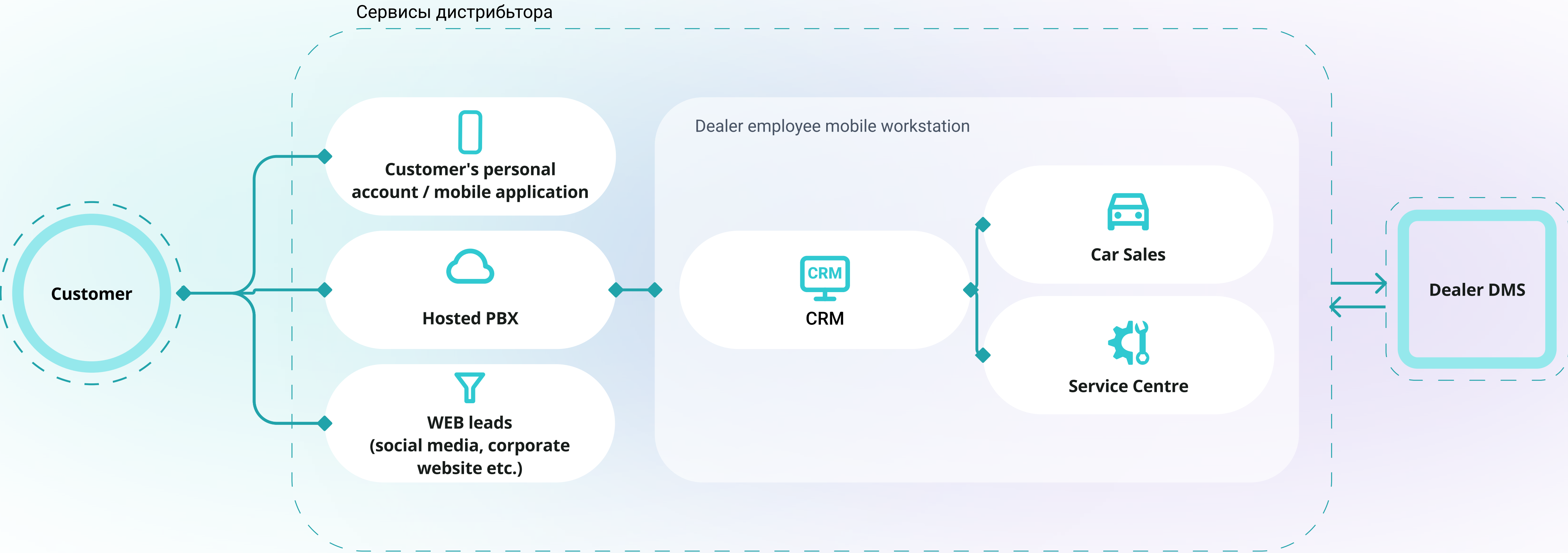
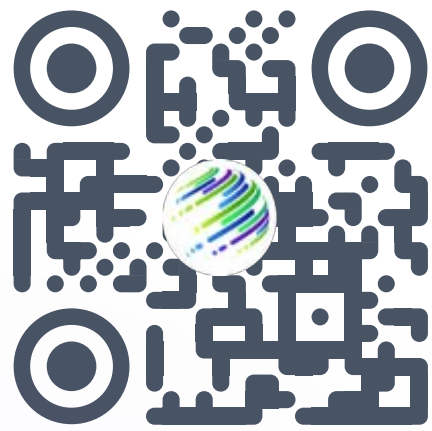
Consistently high level  
of service quality

A wide range of IT services  
available to the client

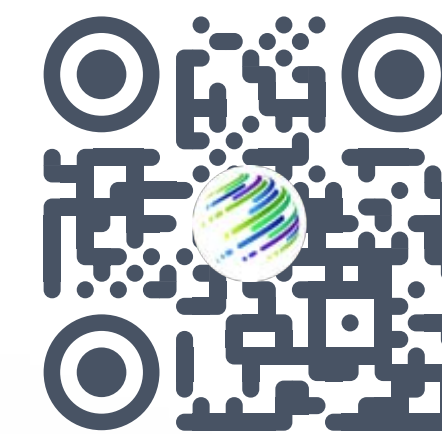




# Ecosystem



# Hosted PBX



Control of telephone calls



Unified routing scheme



Call recording



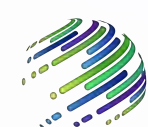
Each Dealer has his own number



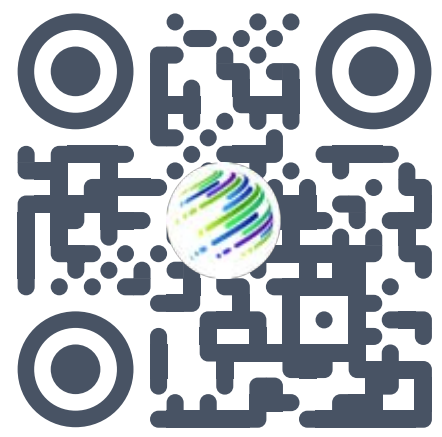
End-to-end analytics



API access



# CRM



Client identification on incoming call

Lead processing control

Dealer traffic registration

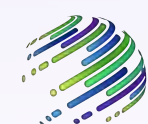
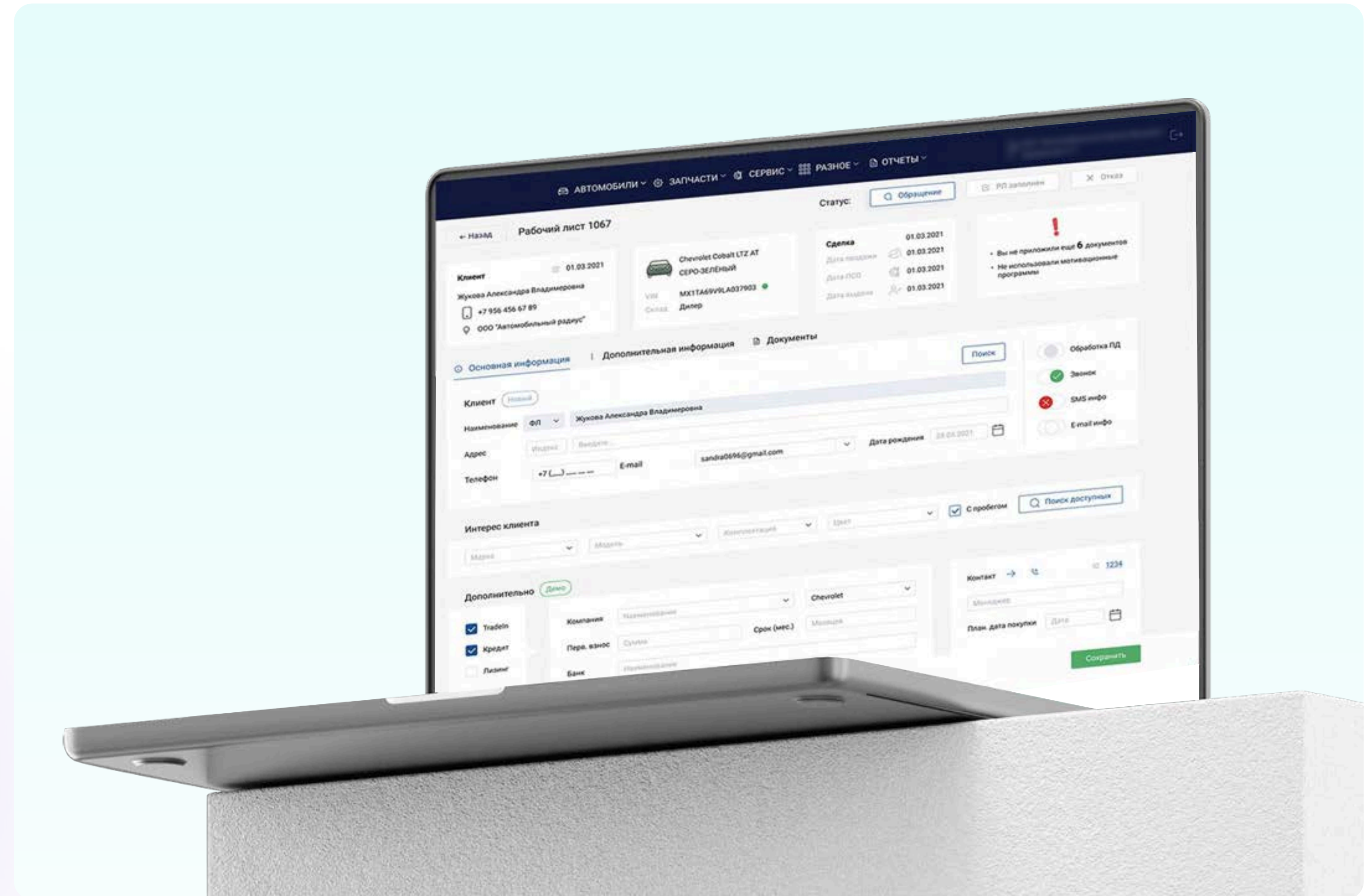
Distribution and processing of traffic

- Primary traffic
- Secondary traffic
- Untargeted traffic

Marketing emails

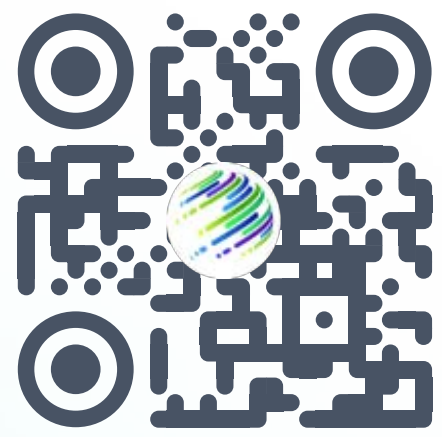
- E-mail
- SMS
- Push notifications

Mobile workplace of a receptionist

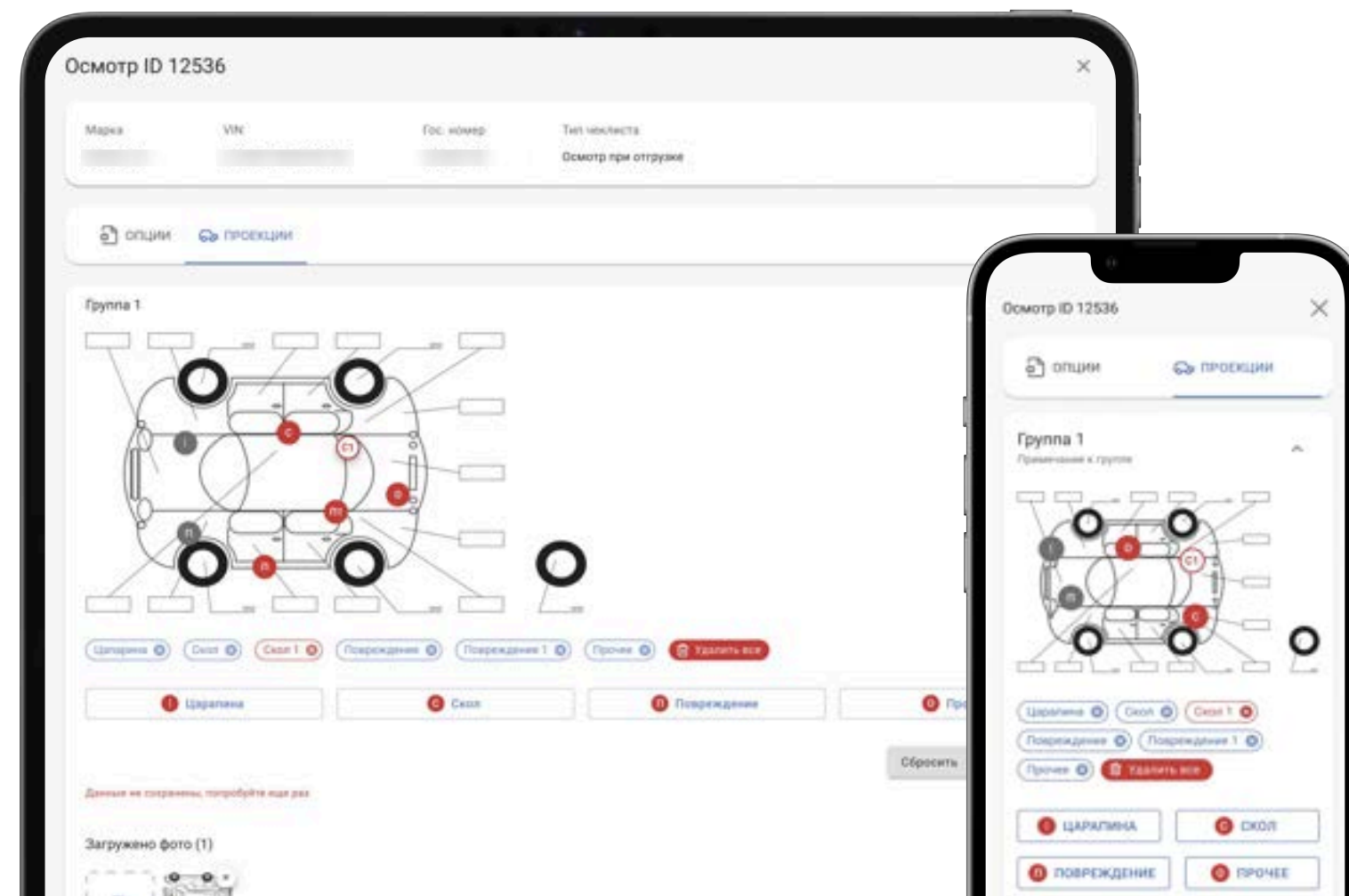




# Car service. Mobile acceptance



Mobile acceptance (IOS, Android, tablet)



1

Car inspection

2

Photo

3

Checklists

4

Quality control of work performance

5

Mobile document printing



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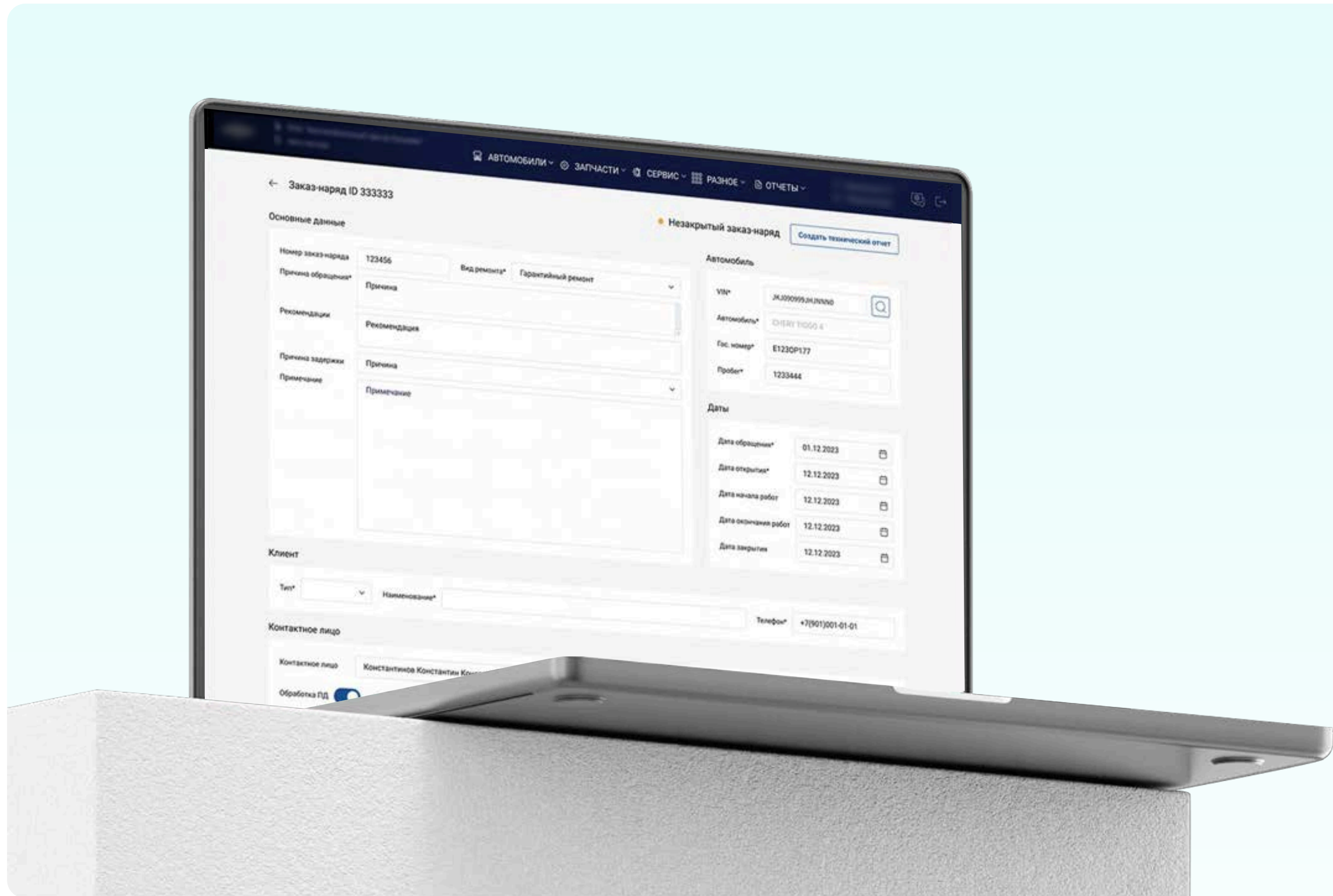
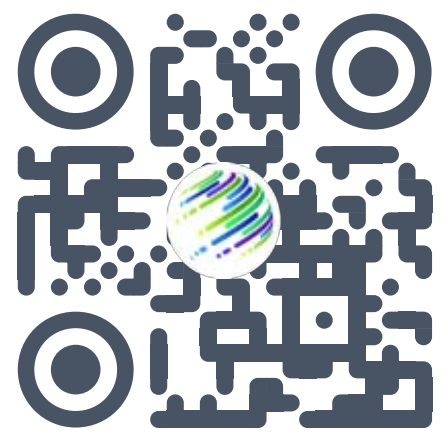


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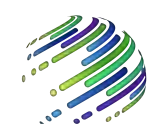


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# Car service. Work order

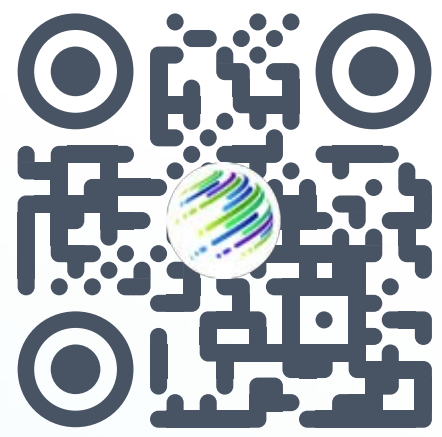


- Centralized directories, selection of works and spare parts
- Two-way communication with dealer system (i.e. Mercedes XENTRY)
- Accounting of the reasons for requests, structured work order
- SMS, e-mail, push notifications
- Unified printing forms
- Cycle management of customer calls, work with recommendations
- Proactive contacts with the customer (prediction of technical maintenance, notifications about service campaigns, promotions)
- Mobile workplace (IOS, Android. Tablet)





# Car service. Mobile workplace

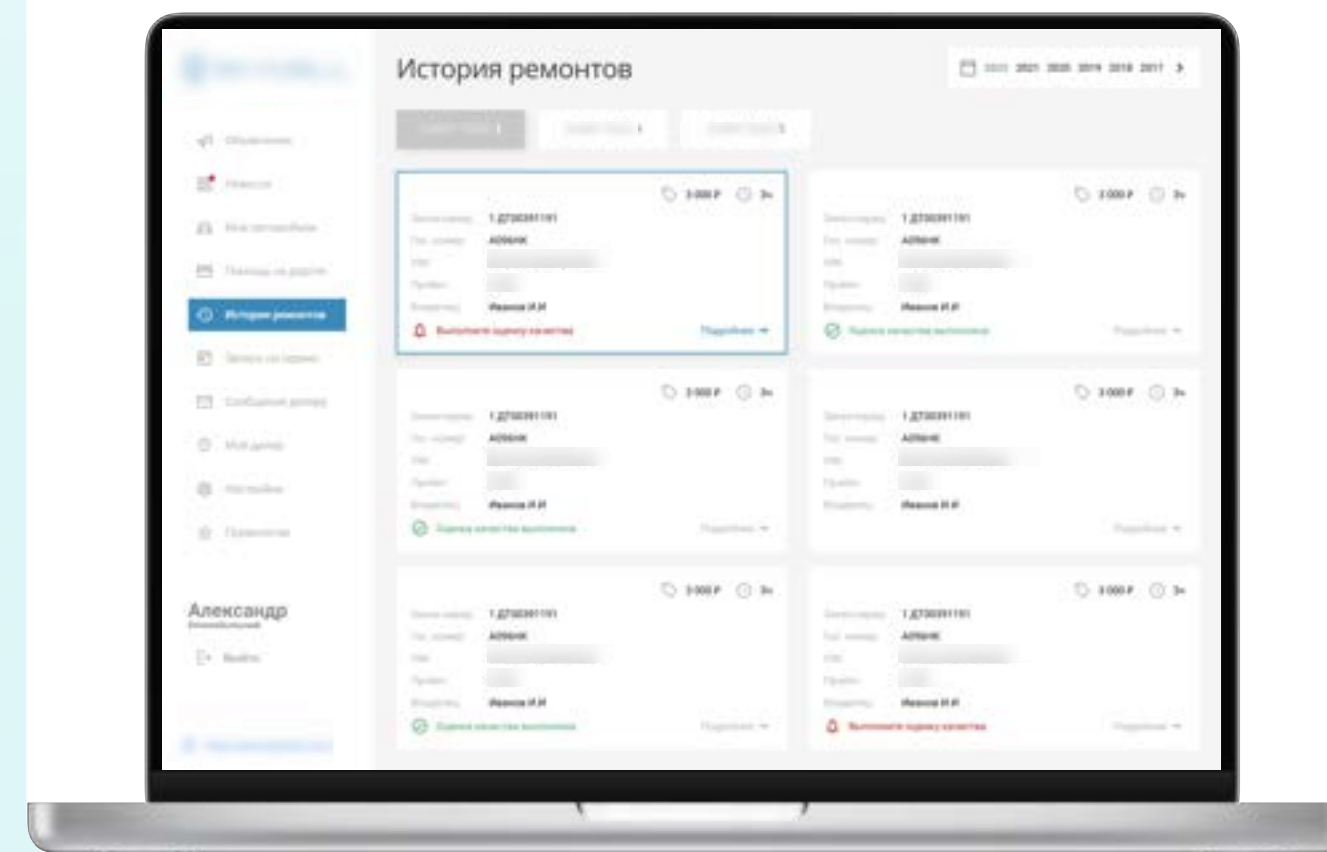


## Service consultant's personal account

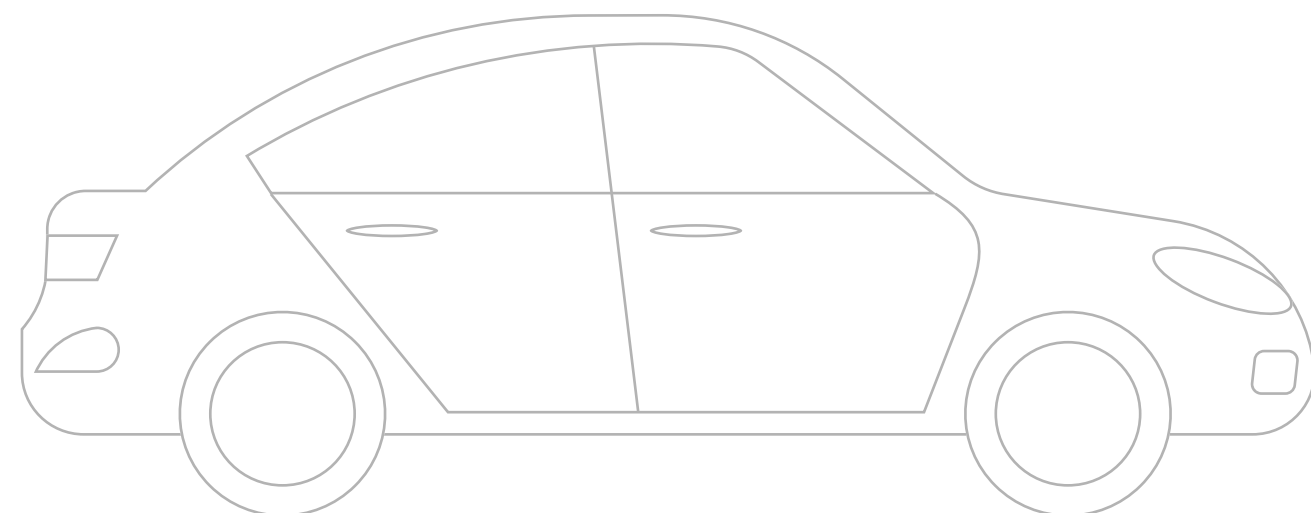
- View personal metrics
- Motivational programs (CSI refinement, mobile app installation etc.)
- Customer contacts

## Results of automatically collected CSI surveys

## Global vehicle service history

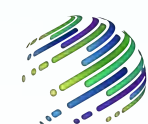
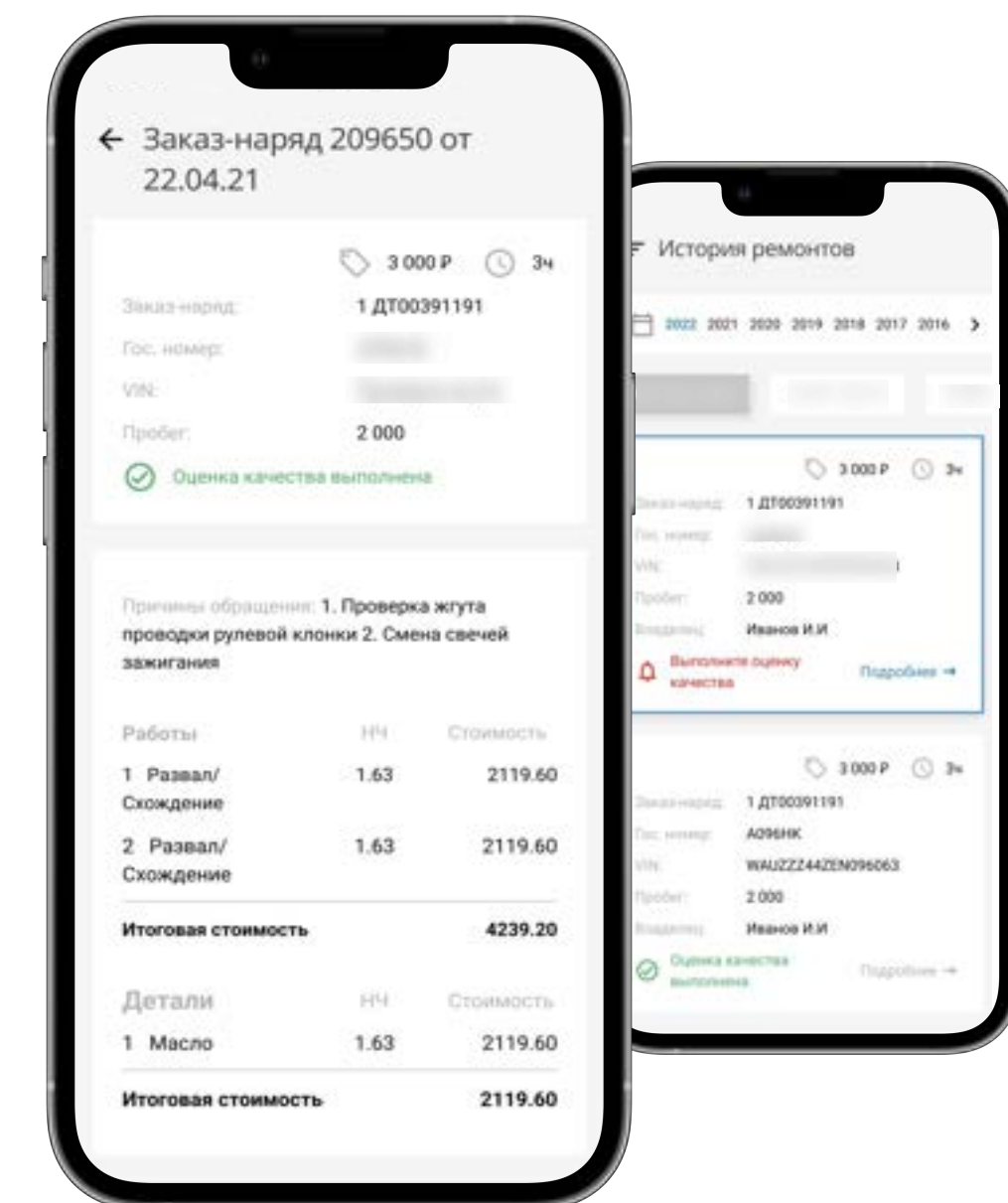


## Customer vehicle telemetry data



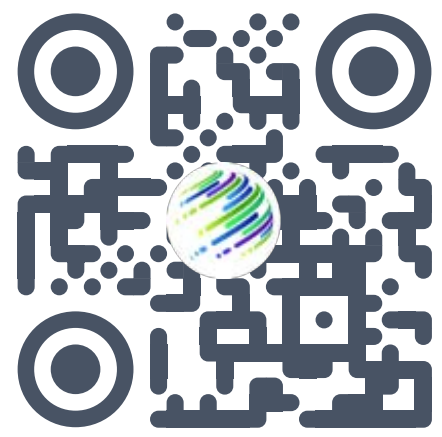
## Dashboard of the service manager

- Statistical indicators
- Indicators by employees
- Car service funnel

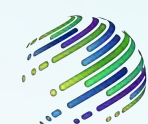
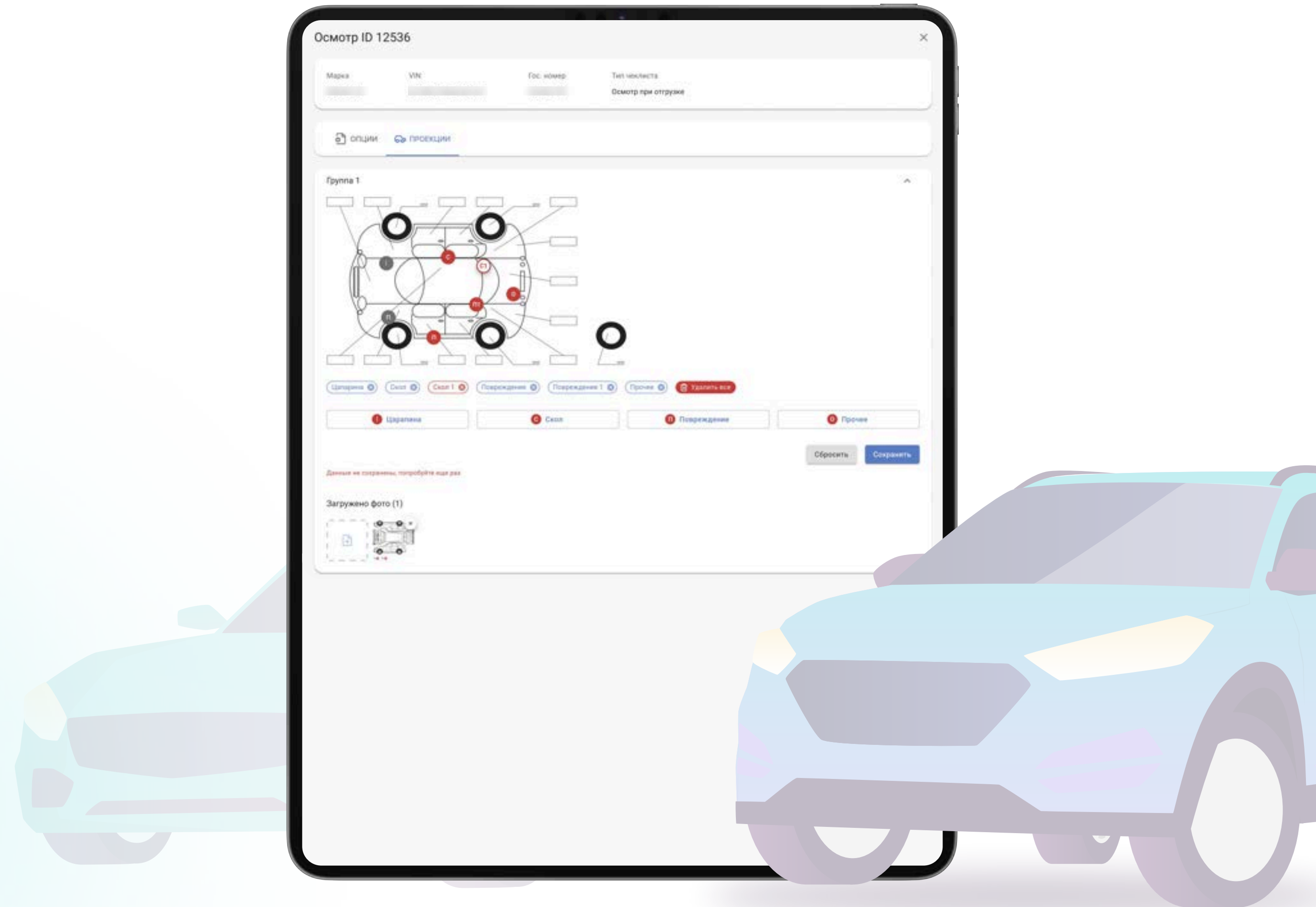




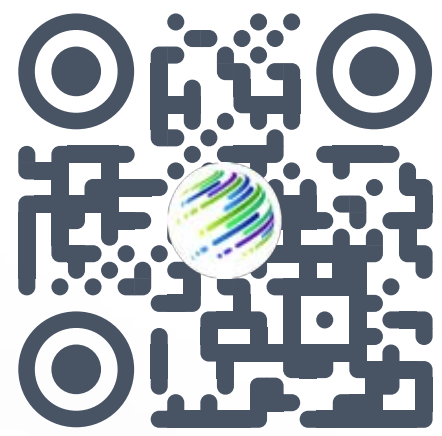
# Car sales. Mobile acceptance



- Car inspection upon acceptance by the Dealer
- Car inspection upon delivery to the client
- Photo
- Checklists
- Mobile document printing

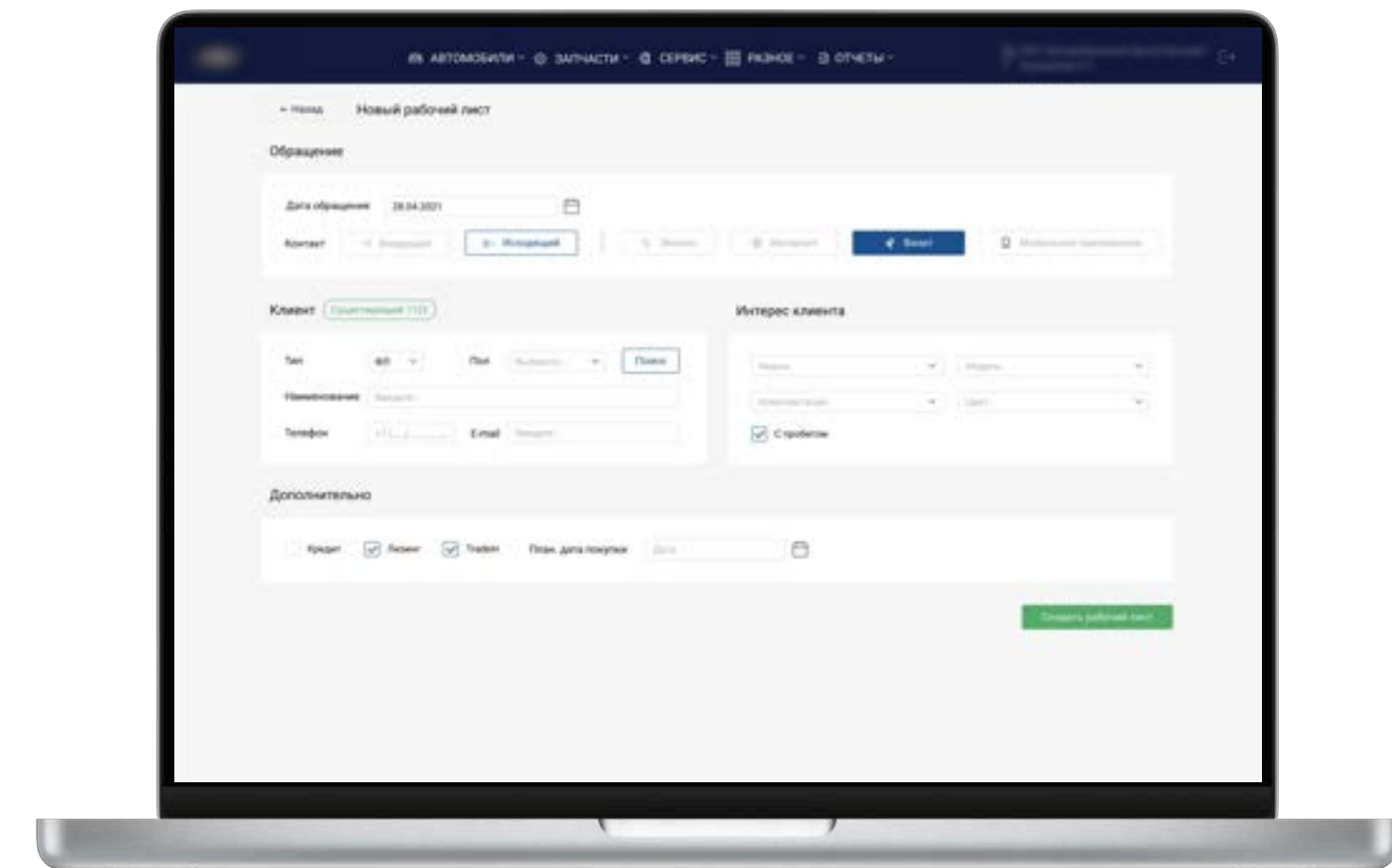


# Car sales. Worksheets

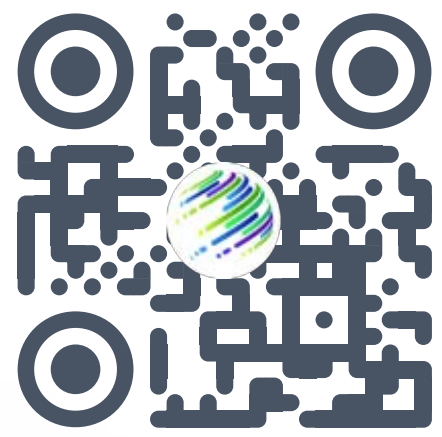


- Full cycle of work with a potential customer
- Planning points of contact with the customer
- Accounting for passing test drives
- Configurator of additional equipment
- Unified printing forms
- Sending a personalized commercial offer by e-mail
- Motivational programs
- Communication with the Service block (pre-sale service, installation of additional equipment, service events)

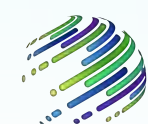
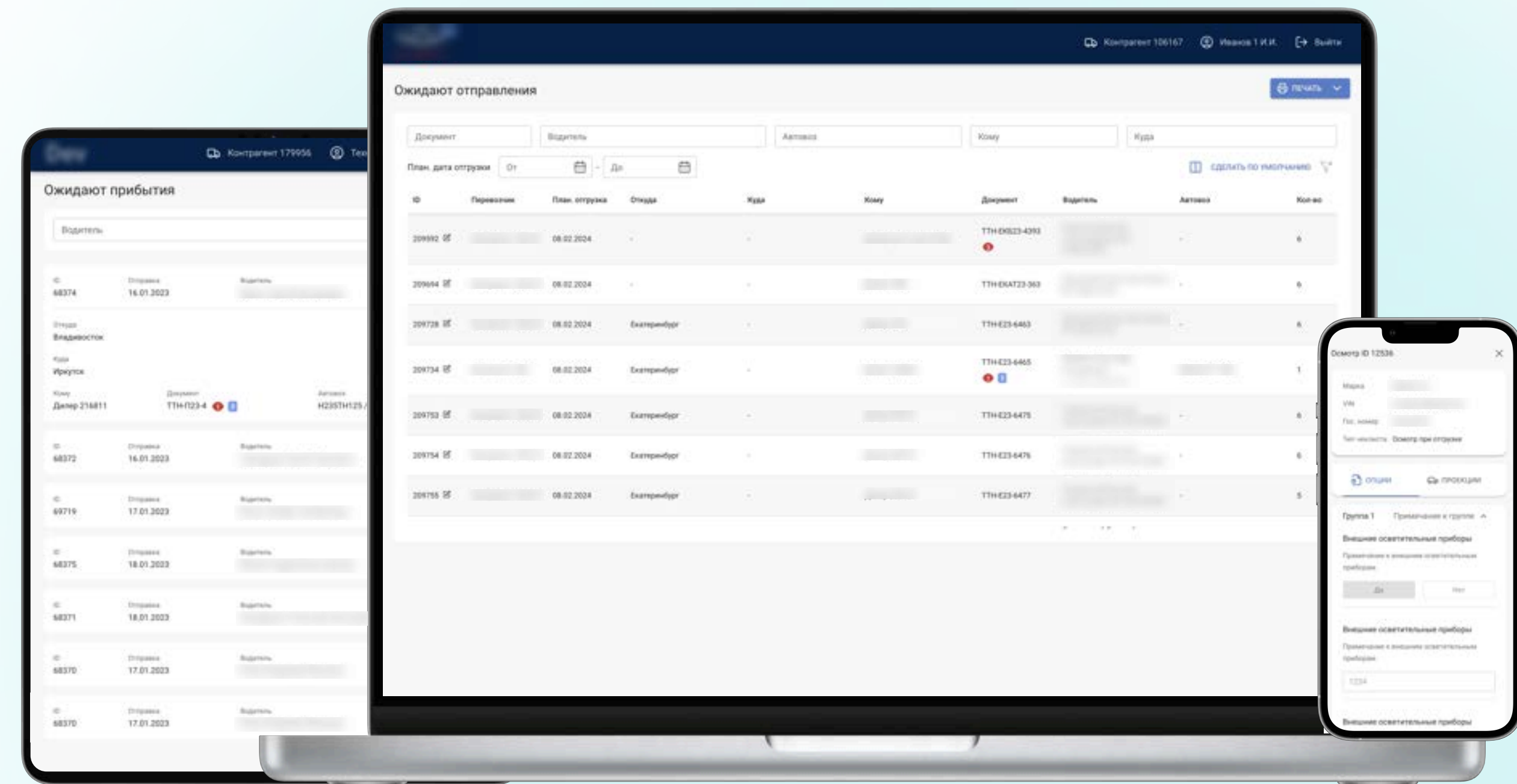
- SMS, e-mail, push notifications
- Two-way communication with dealer system
- Mobile workplace (IOS, Android. Tablet)
- Unloading to external systems (Showcase of cars, Avto.ru, Avito)
- Integration with external services (Lending, insurance, trade-in assessment)



# Car sales. Mobile workplace

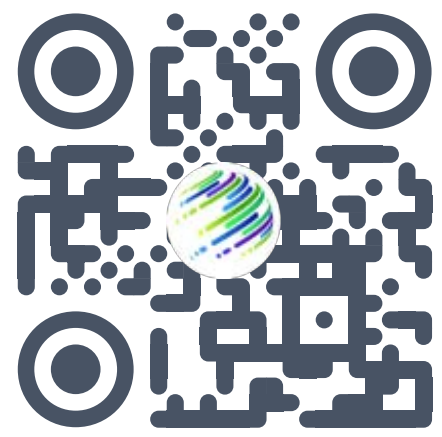


- Sales manager's personal account
  - View personal metrics
  - Motivational Programs (SSI refinement)
  - Customer contacts
- Availability in the Distributor's warehouse
- Dashboard
  - Statistical indicators
  - Indicators by employees
  - Sales funnel
- Results of automatically collected SSI surveys





# Premium functions for the customer



## Mobile application (IOS,Android)

### All functions of the mobile application

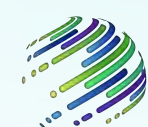
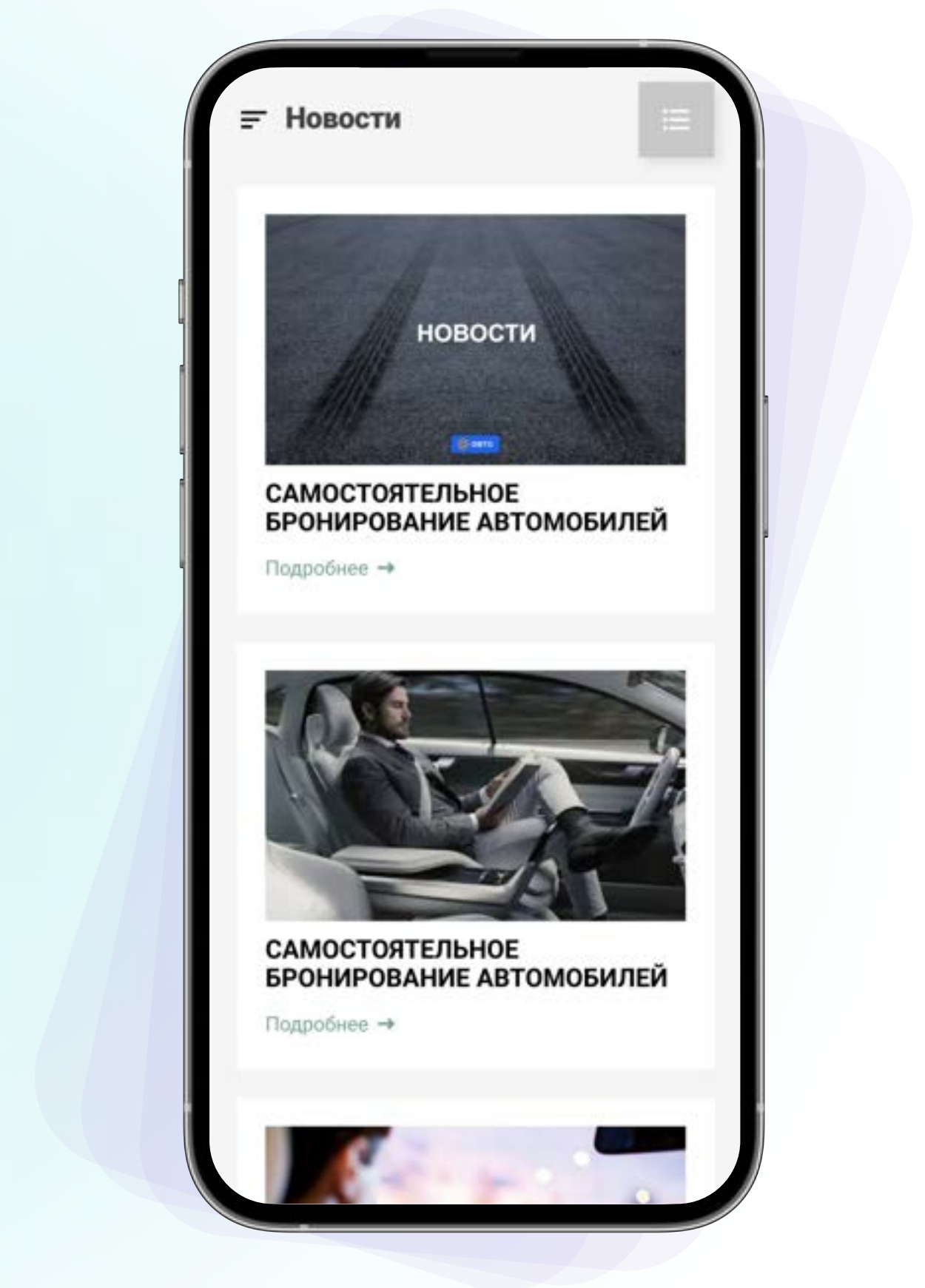
- News (including current Dealers' promotions)
- My car (including information about unfulfilled service activities)
- Documentation (including an electronic service book)
- Service registration
- Repair history (including passing CSI surveys)
- Ordering spare parts and accessories
- Dealer communication
- Contacts

## Functions for the sales department

- Car showcase
- Control of orders
- SSI

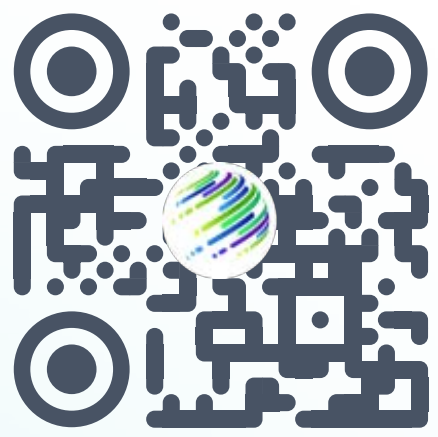
### Additional after-sales service functions

- Online control of car repair
- Coordination of additional work
- Online payment
- Telemetry data, car remote control
- Bonus account status
- Chat with a personal service consultant
- Integration with voice assistants





## Premium functions for the customer. Алиса\*



\*a Russian intelligent personal assistant for Android, iOS and Windows operating systems and Yandex's own devices developed by Yandex

Alice, how far have I traveled in a month?

Alice, what accessories do you recommend?

Alice, start the car

Alice, my Dealer's operating hours?

Alice, how much fuel is in the tank?

Alice, ask the Dealer to contact me

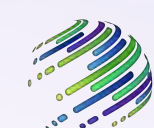
Alice, open up

Alice, turn off the light

Alice, start the car tomorrow at 9:00

Alice, open the hatch

...



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# Contacts

## Logic Stars Group LLC

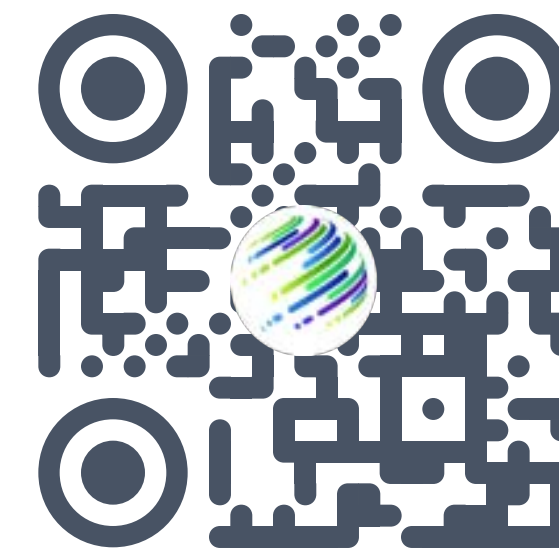
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 12 Uglichskaya street, office 210,  
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