

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



CHERY

EXEED

OMODA

JAECOO

SWM



JMC

JETOUR
— Drive Your Future —



SKYWELL

JAC
MOTORS

20%



Mercedes-Benz
dealers in Russia



BAIC



KAIYI



DAYUN



Georgia and Armenia



CHEVROLET



BROCK

We are also trusted by:



GENESIS



МОСТРАНСАВТО



Great Wall



MAN

IVECO



Logic Stars Group



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Ecosystem



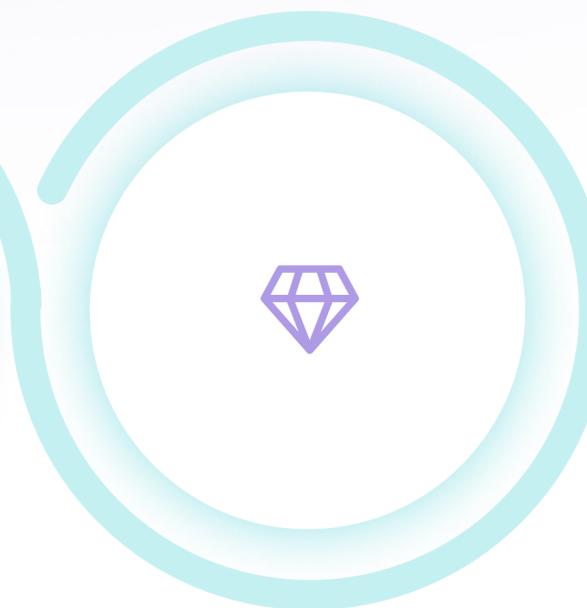
Single information space
with a Distributor



Consolidated
reporting



Premium
service



Dealer standarts



Data exchange with
a Dealer system





●●●● 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

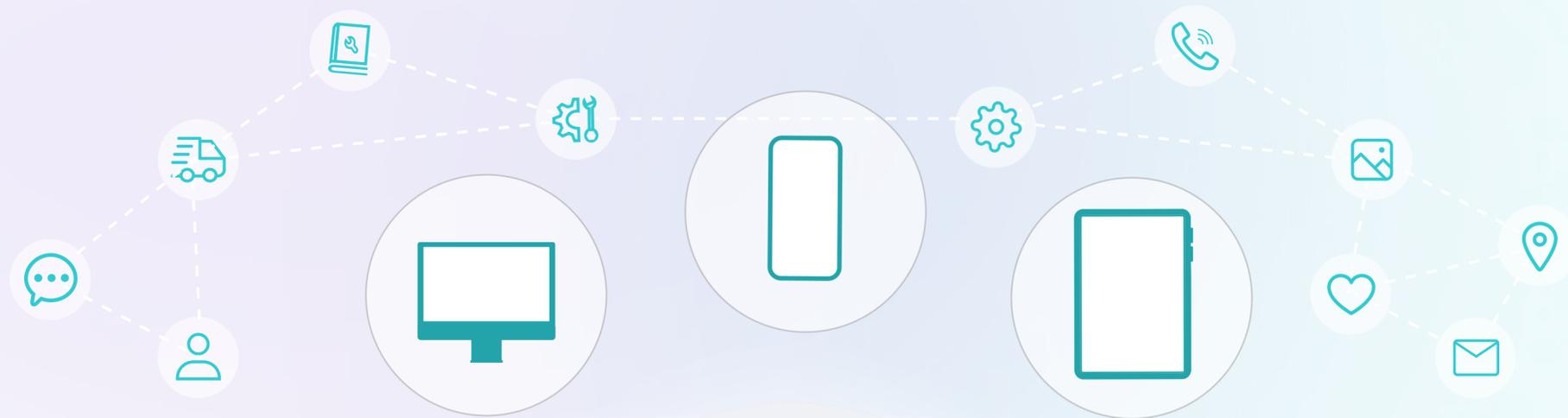
Joint participation of the customer, the Dealer and the Distributor in solving the customer's problems

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

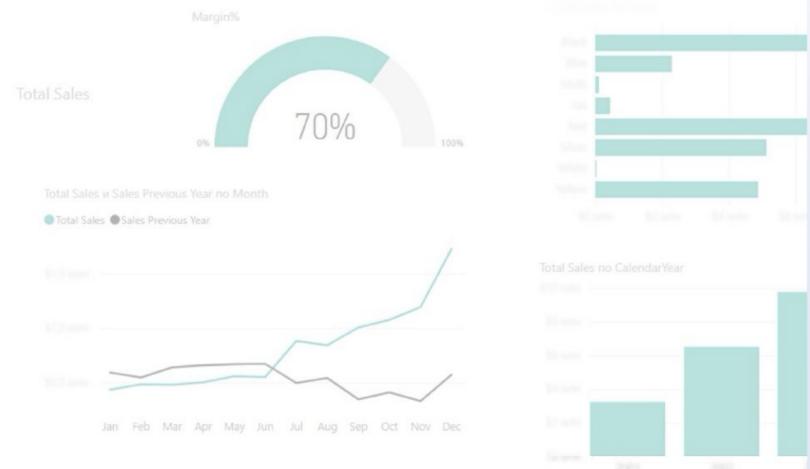




Consolidated reporting

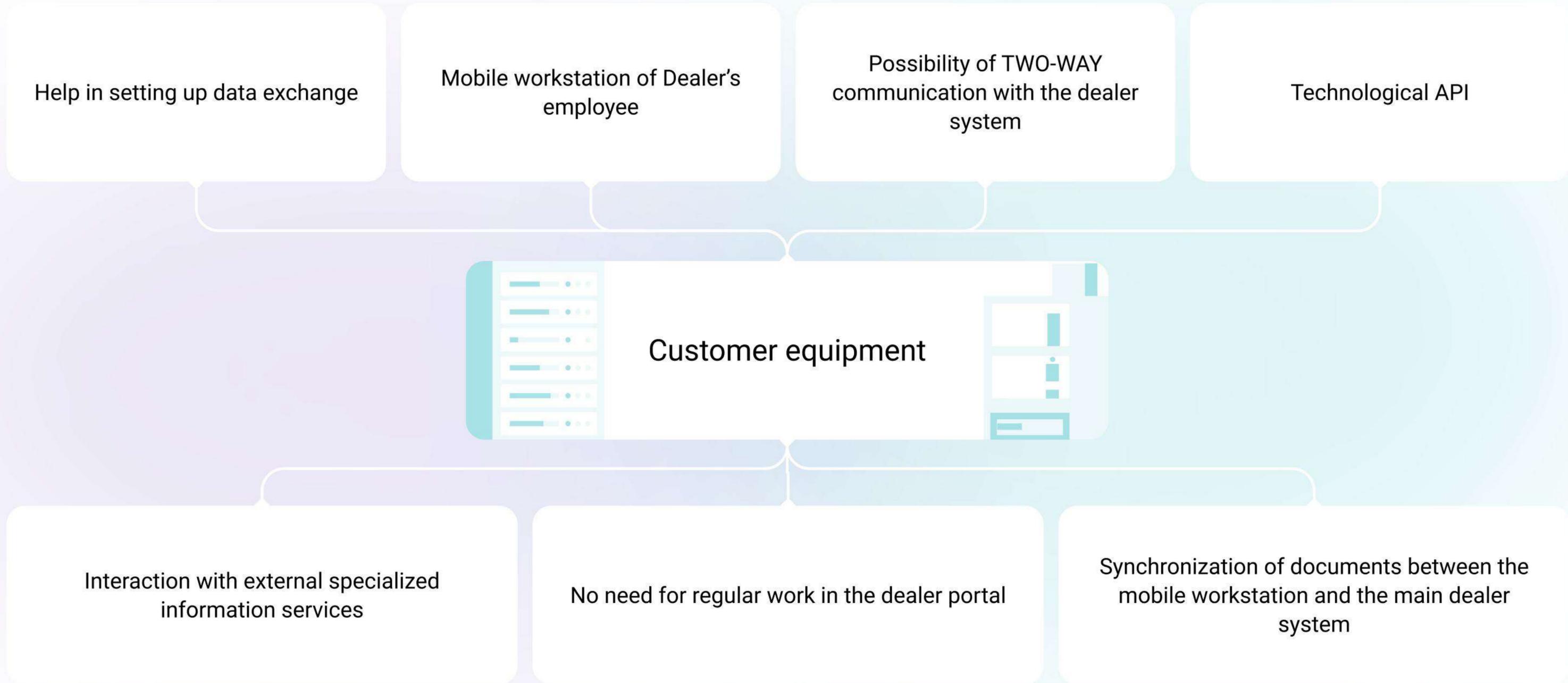


Bi reporting



- to Distributor
- to Chinese colleagues
- to Dealer (Dealer portal)
- Uploading data to the manufacturer







Online control of car repair

Modern IT assistants

Dealer's employee personal account

Proactive customer contact



Automobile online

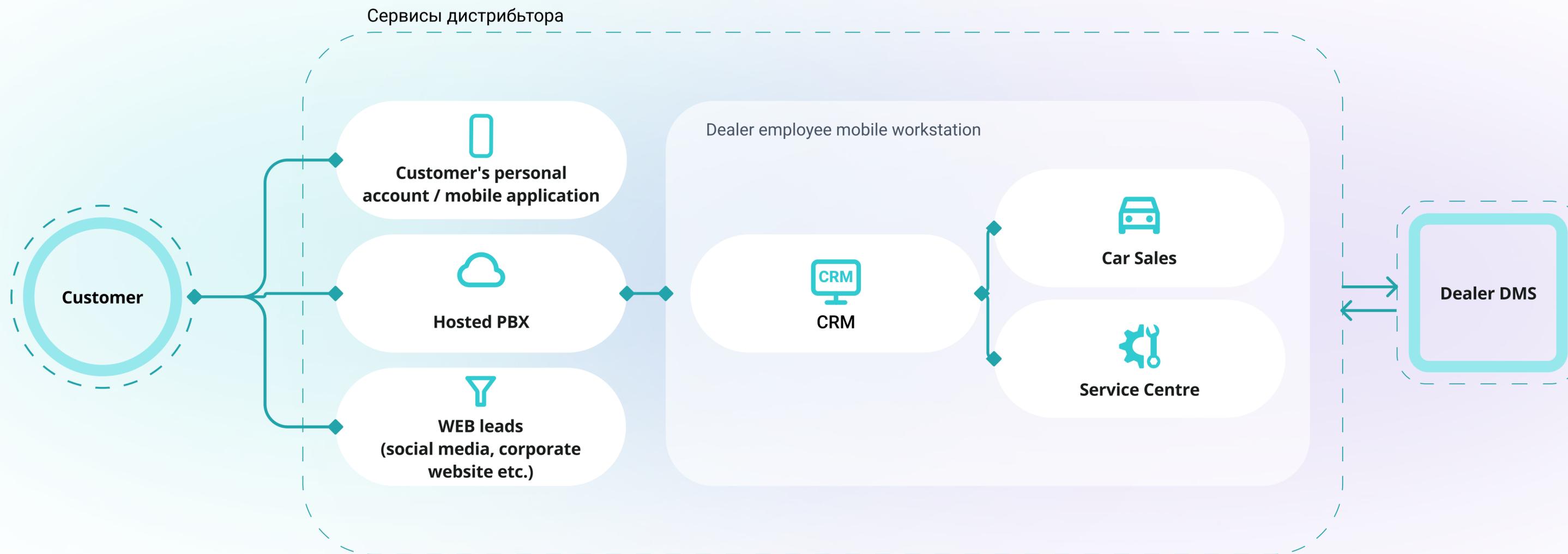
Electronic service book

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

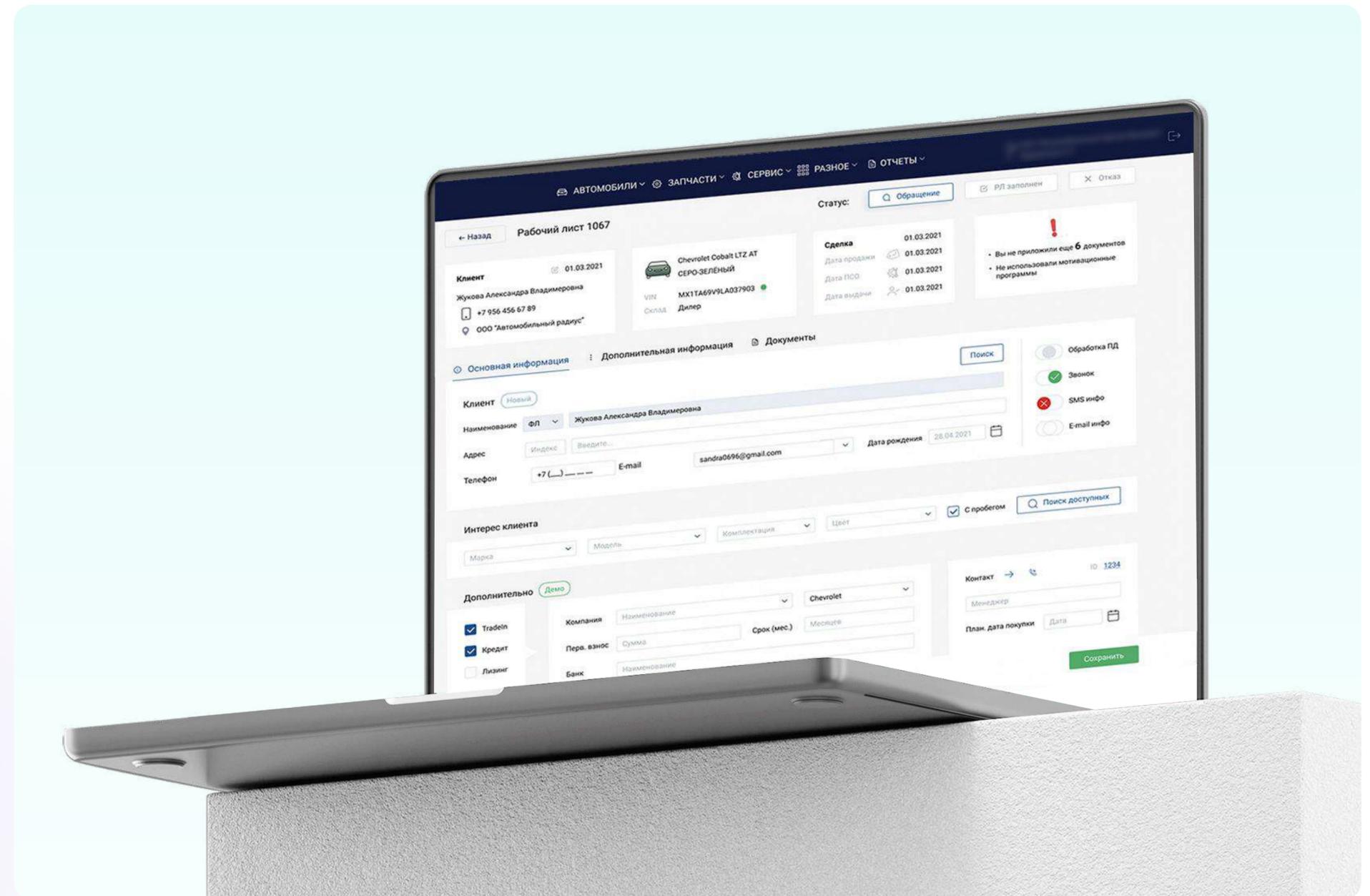
Distribution and processing of traffic

- Primary traffic
- Secondary traffic
- Untargeted traffic

Marketing emails

- E-mail
- SMS
- Push notifications

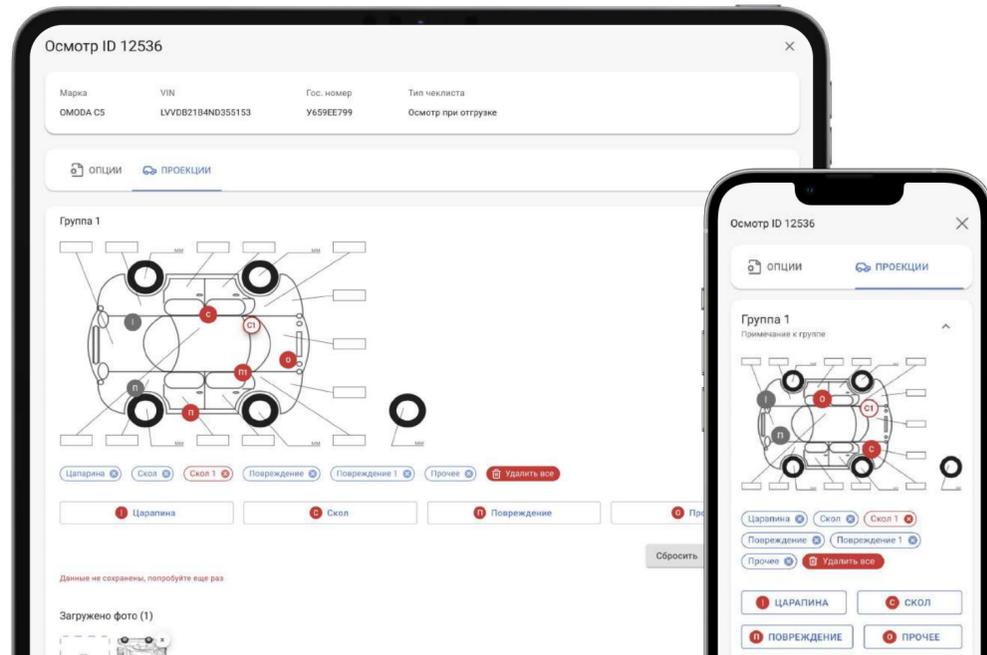
Mobile workplace of a receptionist



Car service. Mobile acceptance



Mobile acceptance (IOS, Android, tablet)



1

Car inspection

2

Photo

3

Checklists

4

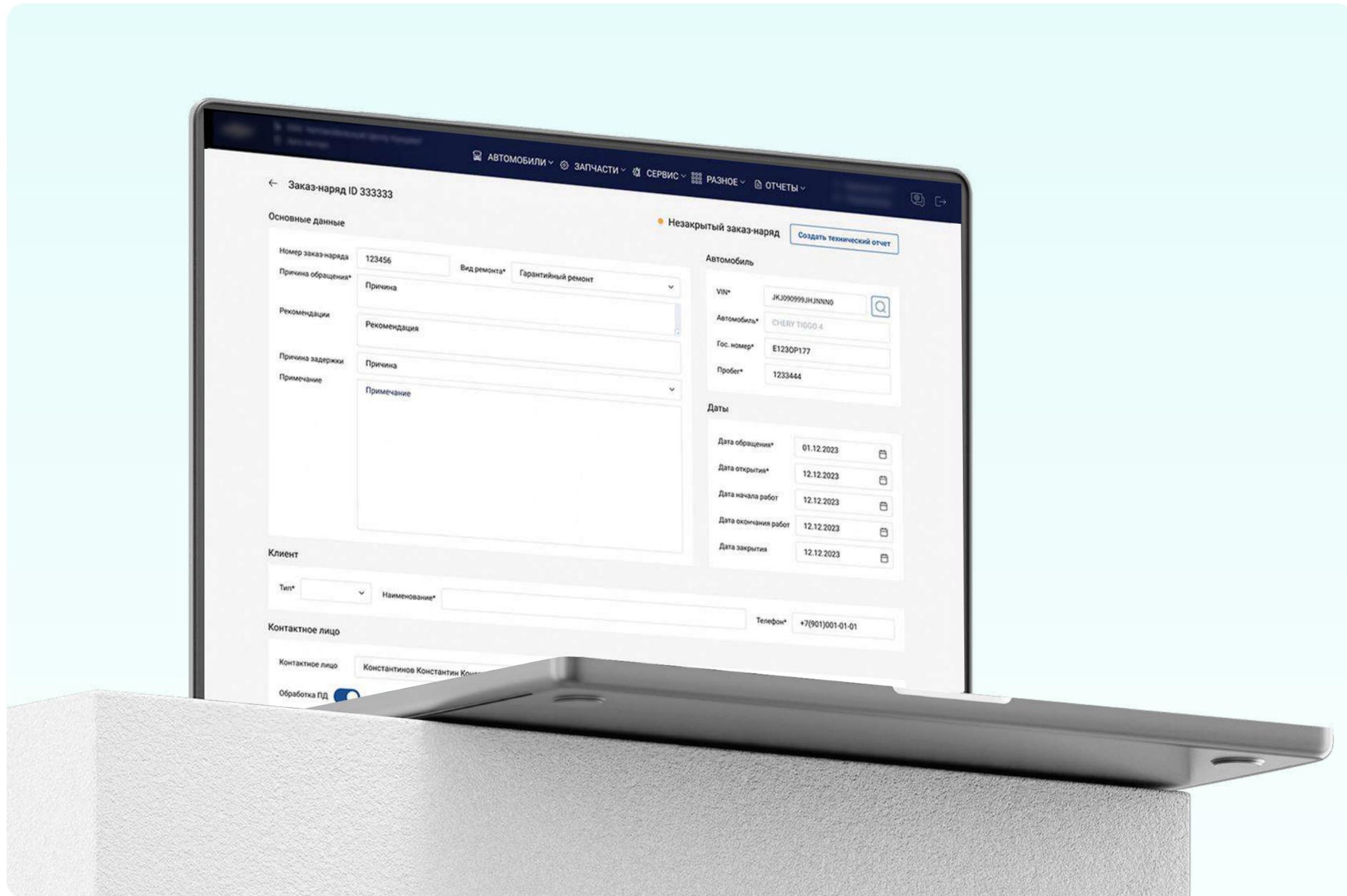
Quality control of work performance

5

Mobile document printing



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)





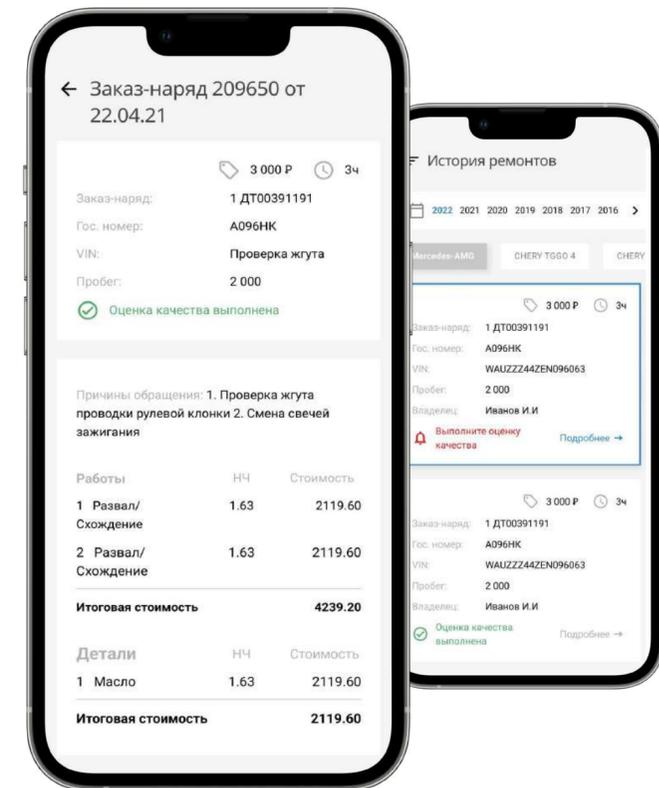
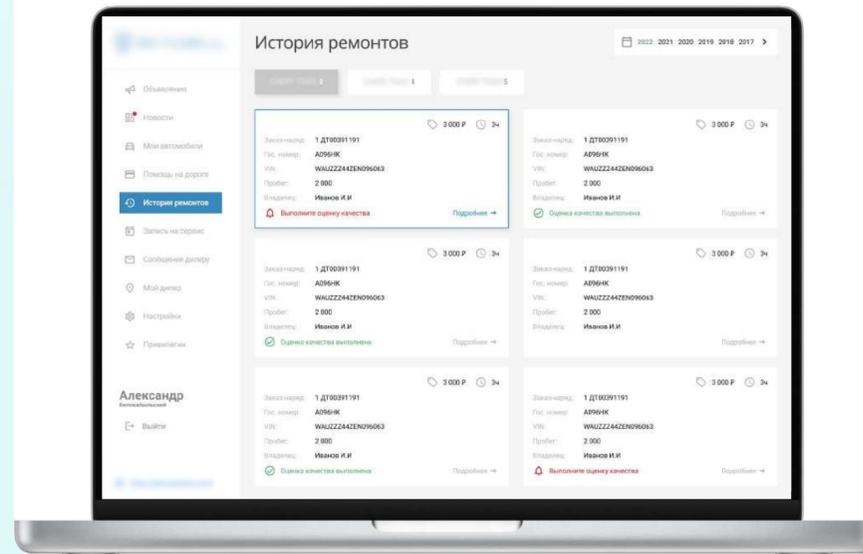
Car service. Mobile workplace

Service consultant's personal account

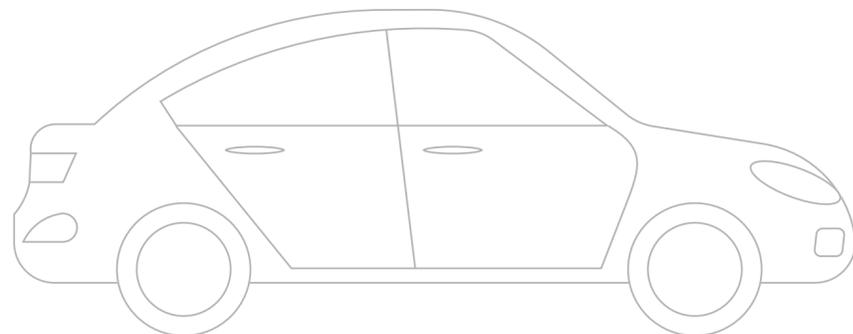
- View personal metrics
- Motivational programs (CSI refinement, mobile app installation etc.)
- Customer contacts

Results of automatically collected CSI surveys

Global vehicle service history



Customer vehicle telemetry data



Dashboard of the service manager

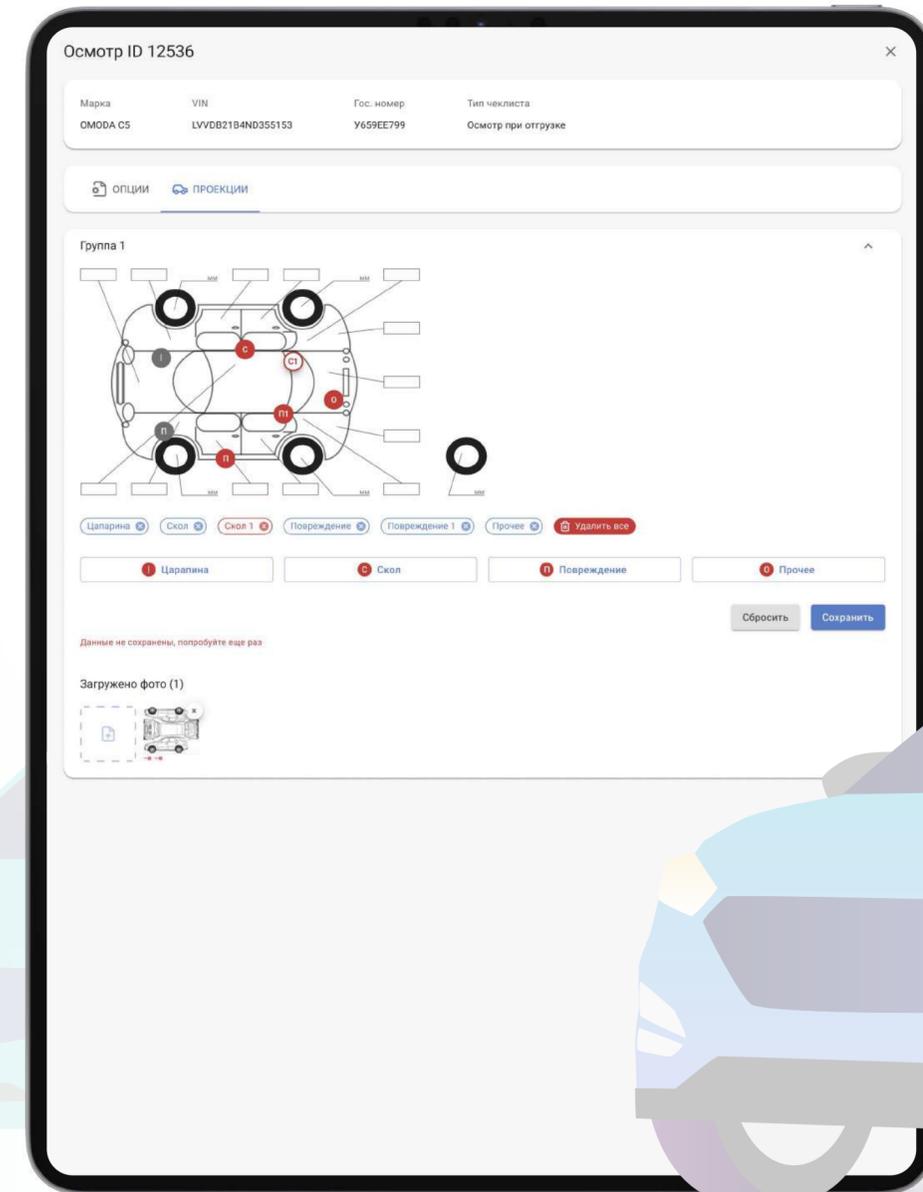
- Statistical indicators
- Indicators by employees
- Car service funnel



Car sales. Mobile acceptance



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

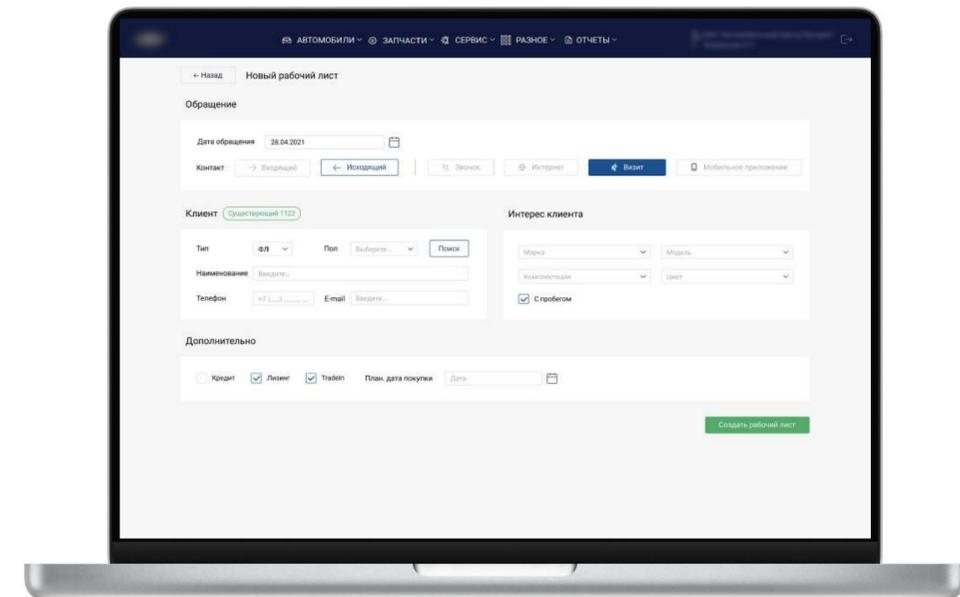


Car sales. Worksheets



- 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)

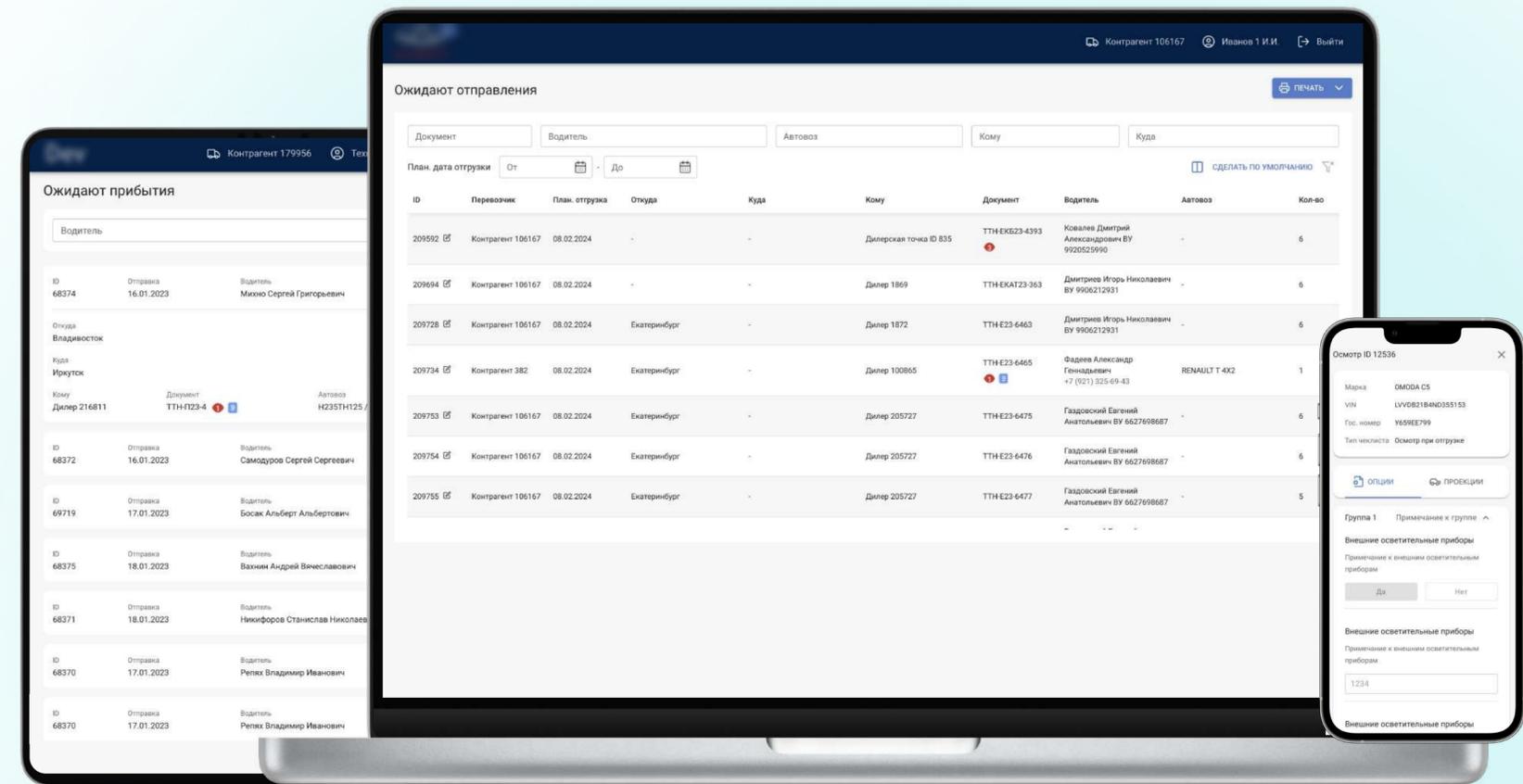
- SMS, e-mail, push notifications
- Two-way communication with dealer system
- Mobile workplace (IOS, Android. Tablet)
- Unloading to external systems (Showcase of cars, Avto.ru, Avito)
- Integration with external services (Lending, insurance, trade-in assessment)





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

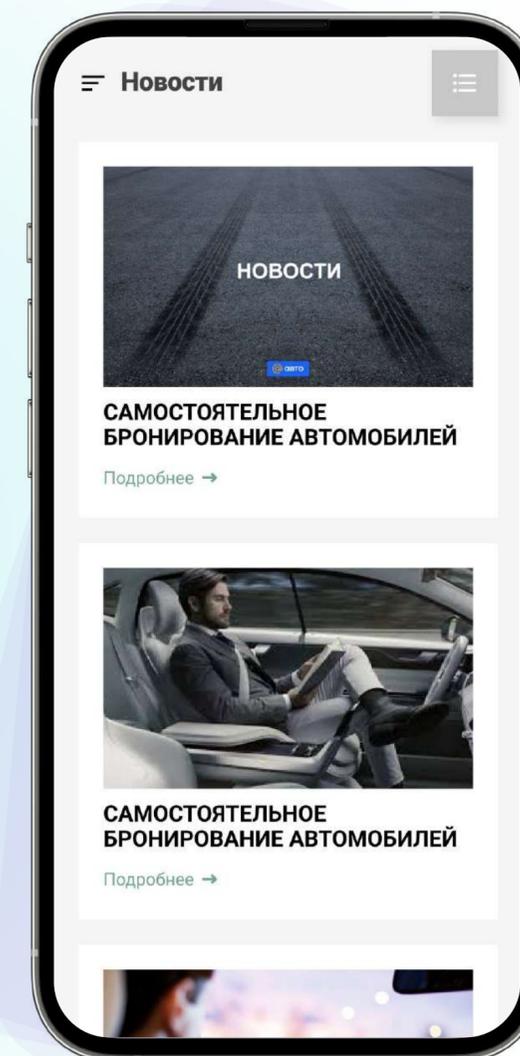
- News (including current Dealers' promotions)
- My car (including information about unfulfilled service activities)
- Documentation (including an electronic service book)
- Service registration
- Repair history (including passing CSI surveys)
- Ordering spare parts and accessories
- Dealer communication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

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, open up

Alice, turn off the light

Alice, start the car tomorrow at 9:00

Alice, open the hatch

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Scan the QR code