



ELECTRONIA



## AUTOMOTIVE SOLUTIONS

Increased population, rapid urbanization, and industrial development translate to exponential increase in the demand for reliable, available, flexible and fast automobile service care. Presently, a considerable amount of time is wasted when a customer visits a service station for the following activities:

- Waiting for the registration
- Waiting for the service technician to inspect car
- Waiting for the investigation records
- Waiting for the preparation of material and equipments
- Waiting for the reports to reach the customer
- Waiting for the bills

Advances in embedded smart chip technology applied to credit card-sized plastic smart cards provide the only viable platform to ease these known problems in the automobile service industry

User friendly and loaded with flexible report generation options, EISmart Automotive Solution is a comprehensive smart card based solution that offers the following:

### Benefits

- Vehicle service record on smart card
- Creation of a paperless and fully integrated customer service station
- Easy selection of Service required and routing of the service to the designated bay electronically
- Creation of Vehicle details service records in a Database
- Management Information regarding the Vehicle service records and station operations
- Use of modern technology for Customer Satisfaction and efficient operation of the station
- Improved service efficiency
- Ease of registration and transfer of vehicle information

## Advantages

- Smart cards provide a secure and fast identification of vehicles and provide a portable database medium to store information.
- Smart cards reduce delays, minimize redundancy and improve efficiency of the overall process.
- The cards will be updated with the latest service records at every visit and also provide a cumulative summary of activities – Membership details, Cumulative spending, etc.
- By placing the card to the reader, the service details can be quickly recovered from the database without any manual operation.
- The list of available services for each type of card and facility to select the service is easily provided.

Each customer will be provided with a Smart Card that will have unique information about the individual and his car to be used to get all kind of services

The minimum information available on a card will include:

- General Inspection Information
- Vehicle Data
- Inspection Stages
- Description of all Services

## At the Service Center

- A Desktop PC or Kiosk with a Smart card reader will be available
- Customer can present his card and automatically retrieve the service record of the vehicle or select the service menu
- Customer can directly choose the services required and view the current status of the Membership
- Information related to the Customer will be displayed on the PC such as renewal of membership, details of free services pending, etc.
- Based on the selection made, the application automatically dispatches the service request to the appropriate service bay.



## System Components

- EISmart Software  
EISmart system software is available as an installable CD for Windows 2000 and XP. The software suit contains the following modules:
  - Automotive Solution application software
  - On-line Display Management Software
  - Smart Card Programming Software
  - Terminal Configuration Software
- EISmart Programmer  
EISmart programmer is a desktop device used for issuing customer's employees cards. The EISmart programming software is bound with the primary and secondary keys defined in the system and uses only the formatted smart cards, which enhances the system security. The programmer can be installed in a client PC and connected via the USB port.
- EISmart Card  
EISmart contactless card is a multi-application smart card compliant to ISO/IEC 14443 standard. The card has capacity of 1Kbyte of EEPROM memory. Plus 4Kbyte memory capacity is also available.
- The EISmart contactless card supports read/write operation at a distance of 0 to 50 mm from the Terminal.