



DealerScope Software Debuts Real-Time Management Alert System for Car & Truck Dealers

DealerScope's 'Silent Partner' provides real-time information from a dealer's existing business system that is analyzed, filtered and then delivered to the dealer, wherever they are. With its smart technology, Silent Partner can reduce stacks of paper into a single "Alert".

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CONTACT:

David E. Schneider
DealerScope Software, LLC
(603) 666-7362
(603) 666-7381 FAX
dave@dealerscopesoftware.com
www.dealerscopesoftware.com

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CONCORD, NEW HAMPSHIRE, June 19, 2002 - DealerScope Software, LLC announced today, the unveiling of Silent Partner; a unique software program that radically changes the way information is retrieved and reviewed from dealers' business systems.

"Silent Partner provides real-time information that is analyzed, filtered and then delivered to you wherever you are," said David Schneider, one of the company's founding partners. "With its smart technology, Silent Partner can reduce stacks of paper into a single "Alert" containing only what you are looking for."

Alerts are different from traditional management reports in four areas: They are intelligent, real-time, proactive, and multi-company.

Intelligent Filtering

Silent Partner analyzes the dealer's business transactions for them using industry standards or the dealer's own parameters. "Filtering out "normal" business helps the dealer focus on areas that need attention," Schneider said. "The bottom line is that our Alerts are concise and focused."

Real-Time Analysis

As business occurs throughout the day, Silent Partner searches for transactions that fall outside the dealership's parameters. When an exception is found, an Alert is immediately sent. Dealers and managers benefit from knowing what is happening as it happens, rather than waiting until the end of the day - or even month - for pertinent information.

Proactive Delivery



Silent Partner turns current information retrieval on its head by reaching out to the dealer instead of vice-versa. Dealers no longer have to wait for someone else to run and analyze reports for them. Alerts are delivered to them wherever they are via Internet e-mail, FAX, pager, cell phone, or PDA. Alerts that are delivered by e-mail contain links to on-line dealer management articles, frequently asked questions (FAQ), and help tips.

Multi-Company

Silent Partner can monitor one or more dealerships at a time using individual parameters, or can be set to use the same parameters across all locations. Alerts delivered by e-mail are color-coded by company for legibility, and grouping similar product lines in the same Alert can help make comparisons more meaningful. "Our dealers have found a tremendous benefit in comparing the content of Alerts in a multi-store chain." Schneider added, "At a glance they can tell which stores are operating well and which ones need improvement."

Continued Evolution

Alerts are modular in nature, and there is no limit to the number that can be developed. "As dealers become aware of the capabilities of Silent Partner, they may come up with ideas we haven't thought of yet," said Schneider. "Dealers are a creative bunch of people, and they know what they want to see. If it is meaningful, measurable, and the raw data is available, we can develop and deliver new Alerts in a very short period of time. In addition to the more than two dozen existing Alerts, if a dealer or group requires something unique, we can work with them to develop custom Alerts."

Dealer Feedback

DealerScope ended its beta test period of Silent Partner in May, signaling its general availability for most ADP business systems. "Silent Partner provided our beta testing dealers with immediate value. The Alerts were brutally honest and as the first few e-mails arrived, even the most seasoned dealers received some eye-opening information," Schneider went on to say. "Two of our beta dealers learned about problems they never knew they had, resulting in policy & procedure changes on the very first day we installed Silent Partner." Based on their feedback, ROI is estimated at just two months. "We look forward to spreading the word about Silent Partner and showing dealers how they can increase their bottom line and decrease their problem areas by reading a few e-mails each day."

Company Information

DealerScope Software is located in Concord, NH and provides software and consulting services to the car and truck dealership industry. Their website is www.dealersscopesoftware.com.

Contact: David Schneider

Phone: (603) 666-7362

Fax: (603) 666-7381

dave@dealersscopesoftware.com

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Contact Information

David Schneider

Dealerscope Software, LLC

<http://www.dealerscopesoftware.com>

(603)666-7362

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