# *VTRAK for Windows*

## Product Overview

The complete computerised Vehicle

Recovery, Parking & Workshop system

January 2003

# The Company

Laser Byte Ltd is a company composed of technical experts, not salesmen. We specialise in providing solutions to specific business problems. We are a company dedicated to quality.

As an independent software house we pride ourselves on our ability to offer to our customers a computer solution that enhances their businesses without compromising them in any way. Thus nearly all of our systems are tailored to meet the particular needs of our clients.

We use the latest technology in computers, coupled to the most sophisticated programming techniques to give solutions that have high capacity and the ability to grow and change as your business grows and changes.

Laser Byte Ltd also offers a wide range of services to deal with all of the aspects of computer systems. A total service for a totally effective computer solution. Whether it be design, installation, training, development, maintenance, backup, support or consultancy, Laser Byte Ltd has the ability to offer you the complete service.

Here are just some of the companies who have enjoyed the support and services that Laser Byte offer:

| | |
|---|---|
| A.B.T.A. National Training Board | Herald International Mailings Ltd |
| Aim Rent-a-Car | Hinton Rescue |
| Associated Vehicle Rentals (AVR) | Hobbs Recovery |
| Auto Recovery Services | Kartec UK |
| British Medical Association | Ontime - Kenfield Southern (KFS) |
| British Society for Immunology | Ontime - Kenfields Recovery (KFR) |
| Balance Health & Fitness | Lythe Hill Hotel |
| Car Rental Solutions (CRS) | Mansfield Recovery Group |
| Continental Reservations | Maypole Motors |
| Davis Motors | McCallisters Recovery |
| Dragon Rescue | Regal Rentals |
| D & G Cars Ltd | Regional Vehicle Rentals |
| Egertons Recovery | Ontime - Service Garage |
| Ontime - Glyde Motors | Stakis Hotel Group |
| Graham Baker Motors | W & H Motors |
| Hannover International Hotel Group | Woods of Reigate |

*......... and many, many more.*

All of these discerning companies have chosen Laser Byte Ltd to fulfil their computer needs. Such is the quality of the total service that we offer.

# Financial History

The IT market is notorious for suppliers giving poor service and becoming insolvent. Laser Byte Ltd, as you will see, has carefully avoided these and many of the other pitfalls that often beset other businesses.

When Laser Byte Ltd was incorporated in 1983 three major policies were identified as being necessary to ensure that Laser Byte Ltd would grow to be one of the most successful computer companies in the Crawley area.

1) The paramount aim of Laser Byte Ltd would be to offer a very high quality of service to our users.

2) The company should be totally self-funding so that would not be reliant upon third party financial resources or interests.

3) Laser Byte Ltd would not actively advertise but would depend upon the promotion of our business by our reputation and "word of mouth".

As a result of these policies, Laser Byte Ltd has had a steady growth during its years of operation.

Since incorporation, the turnover of Laser Byte Ltd has consistently increased and our declared Nett Profit has kept pace with this turnover. These profits have not been wasted but have been reinvested in our Research and Development and development of technical skills. This has ensured that we are always capable of offering the best and most informed advice.

Finally, Laser Byte Ltd has always had a policy of only expanding when we have had the financial and manpower resources available. We have always been careful to ensure that we did not over stretch our resources.

As a bye-product of this policy Laser Byte Ltd has remained totally self funding with no external loans. To take up a loan would mean that we could not afford what we were purchasing or needing, and therefore we would be over stretching our financial resources.

This ensures our financial stability and therefore our continued ability to support our users for many years to come.

In the competitive world that we live in, these are very important factors that you should be looking at when you take on a new supplier.

You will never find Laser Byte Ltd to be the cheapest computer company to deal with, but you will find high standards of attention to your needs and a financial security of your supplying company that will ensure your continued support.

# The Computers

Laser Byte Ltd. design solutions which are based upon the best balance in both computer technology, performance, growth capability and price.

We are extremely selective in the systems that we recommend. We only use the best computers and recommend that you do as well.

As a result, Laser Byte Ltd offer three main computer solutions:

Laser Byte Ltd recommend Tulip PC's for all of our applications. The Tulip range goes from small desktop systems through to multi processor servers capable of supporting 1000's of users. The range is well known to us and fully supported by us.

Laser Byte Ltd are authorised Tulip dealers, and therefore, are fully equipped to give you the full after sales service in keeping with the quality of the equipment.

Tulip, like all IBM PC compatibles, are really only single site or single user machines and therefore, for such applications, Laser Byte Ltd are able to offer multi-user solutions where many screens or remote site operation are required.

Laser Byte Ltd can supply integrated networks based around either Novell servers or those based on Microsoft Windows 2000 servers

Networks from 5 to 500 users can be set up and no matter what level you start, you can always grow incrementally should you require. Future proof computing we call it.

For those users who already have PC's we can obviously make use of your existing equipment and configure it into a seamless integrated system.

Novell Netware and Windows servers, whilst being superb as a single site solution for multi-user access, is not appropriate for the situation where you have separate sites that you want to link up.

In this case we can supply systems based around Microsoft Terminal Server and Citrix technology.

Laser Byte Ltd are specialists in configuring and setting up multi-site solutions. And of course, our software is always fully compatible.

Remote terminals, from 50 yards to 6000 miles are easily accommodated using British Telecom lines or Satellite links. The latest technology coupled to high quality design means that the systems are compact, extraordinarily fast, rugged and very reliable.

# Features of VTRAK include

*VTRAK includes :*

- ✎ *vehicle searching*
- ✎ *password protection*
- ✎ *multiple VAT rates*
- ✎ *up to 20 million jobs on-line*
- ✎ *creation of disks for breakdown agencies*
- ✎ *notes facility allowing you to attach notes to a job*

*Recovery Job on-screen searching by :*

- ✎ *docket number*
- ✎ *registration number*
- ✎ *date*
- ✎ *agency order number*
- ✎ *vehicle model*
- ✎ *invoice number*

*Parking/Storage on-screen searching by :*

- ✎ *job number*
- ✎ *registration number*
- ✎ *date*
- ✎ *vehicle model*
- ✎ *invoice number*

*Workshop on-screen searching by :*

- ✎ *job number*
- ✎ *registration number*
- ✎ *date*
- ✎ *vehicle model*
- ✎ *invoice number*

In order to be so powerful, VTRAK stores all the information that you need to run your system. Here is a list of just some of the information that VTRAK creates and stores for you:

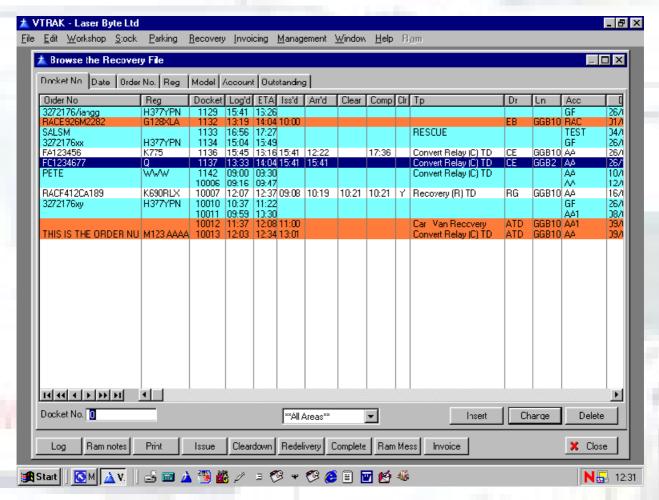| | | |
|---|---|---|
| Recovery jobs | Parking jobs | Workshop jobs |
| Recovery job archive | Parking job archive | Workshop job archive |
| Parts | Labour | Sub-contracts |
| Drivers | Vehicle classes | Vehicle makes |
| Vehicle colours | Vehicle models | Recovery vehicles |
| Vehicle fault codes | Recovery vehicle ledger | Accounts |
| Agencies | Drivers commissions | ISO 9000 compliance |
| Payment types | Labour descriptions | Standard charges |
| Additional charges | Invoices & credit notes | Phone Book & Diary |

*Plus :*

- ✎ *automatic charge calculations*
- ✎ *charging rates can be configured for recovery service, agency rate, vehicle type, time of day, day of week and holidays*
- ✎ *automatic driver/workshop fitter commission payments*
- ✎ *vehicle profitability reports*
- ✎ *driver reports listing jobs done and commissions*

# Recovery

Jobs can be manually added to the system or can be accepted electronically from the recovery clubs (A.A, RAC, Green Flag etc) via a computer interface such as 'Turbo Dispatch' as supplied by Motor Trade Software.
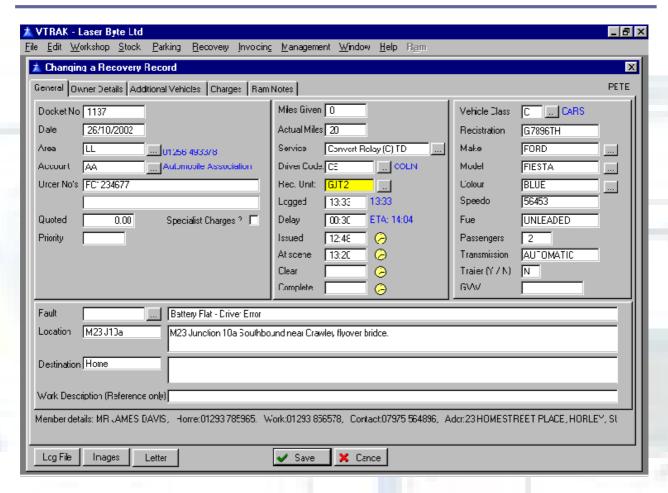


*Above is an example of the Recovery browse screen showing all current jobs.*

When a job is added to the system it can be assigned to a driver / vehicle and details of the job can be tracked as it progresses via the inbuilt audit trail.

If you use mobile data terminals in the recovery vehicles, job data can be sent to them via the optional MDT module, on-scene, complete and outcome details can be sent back to VTRAK from the MDT. Jobs will be automatically updated with this information.

Jobs can be invoiced and / or passed across to the parking or workshop modules to allow further work or storage to be done.

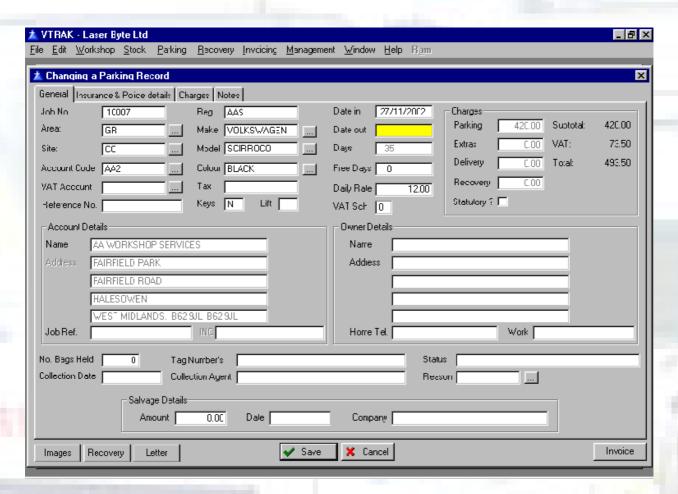*Above an example of updating a recovery job*

Finished job details can be automatically sent back to the recovery club. Drivers wages can be calculated of fixed price, commission or percentage values of the recovery job.

A performance monitor allows supervisors to see the ETA's and other data regarding individual drivers, vehicles and average ETA times by drivers, controller and account.

# Parking

Jobs can be manually added to the system or can be passed across from the recovery module.



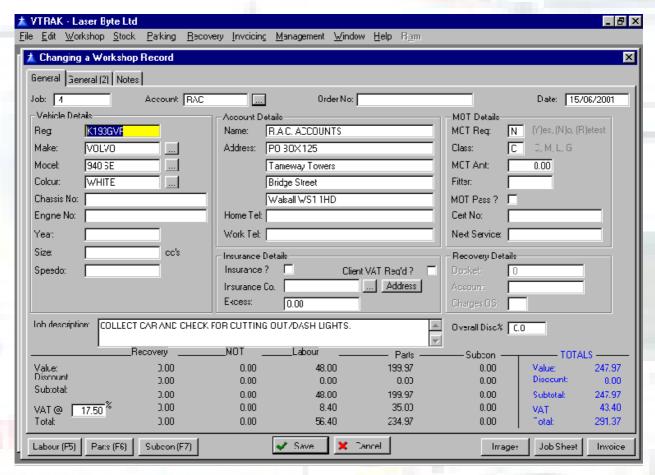*Above is an example of updating a Parking Job*

Parking job data allows for

- *multiple accounts for the same job, the ability to mail merge for parking letters*

- *The ability to mail merge to create parking letters*

- *Allows inclusion of digital images of vehicle in the parking compound*

- *Information regarding Police retention and owner information*

# Workshop

Jobs can be manually added to the system or can be passed across from the recovery module.



*Above is an example of updating a Workshop Job*

Workshop job data allows for

- *Insurance account information*

- *The ability to add multiple Labour, Parts and Subcontract items*

- *Allows inclusion of digital images of vehicle in the workshop*

- *Information regarding the job status ie. "Awaiting Parts", "Finsihed but not Tested", "Complete"*

- *Parts can be added direct from the stock database part of the VTRAK software*
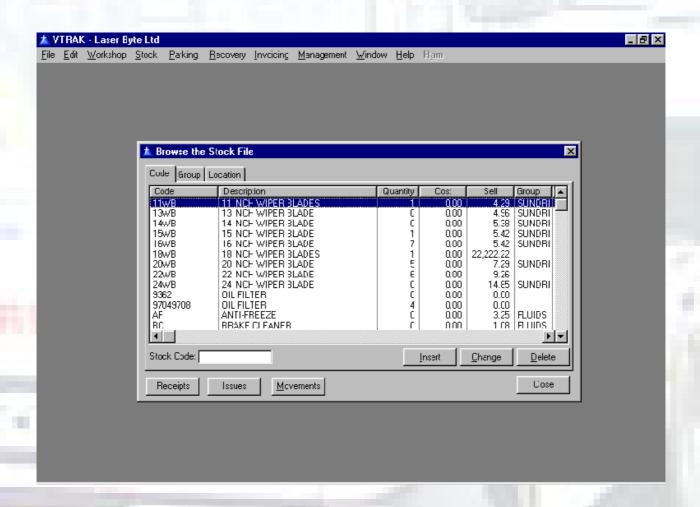
# Stock

VTRAK includes a parts stock system designed to be used with the Recovery, Workshop, Parking and Ad-Hoc modules

Once parts have been logged into the system VTRAK can produce a full audit of where parts have been used.

Stock reports allow users to produce printouts for stock control & re-ordering purposes.



*Above an example of the Stock browse showing stock items and the current stock quantity and prices.*
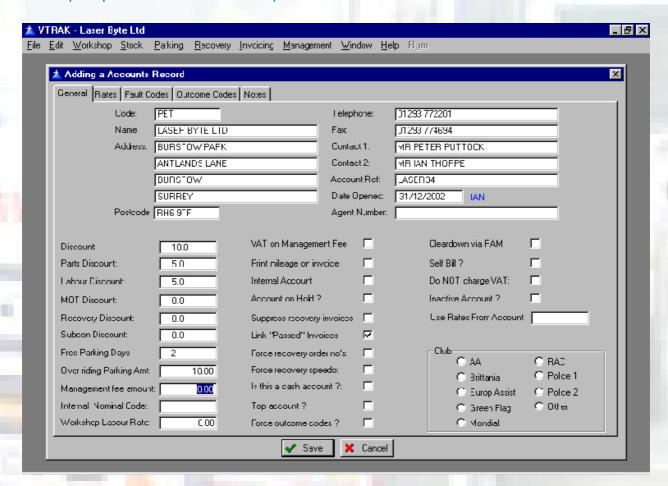
# Accounts Functions

VTRAK has many utilities for accountancy use.

Functions include

- Account detail updating

- Creating Ah-Hoc invoices and credit notes

- Self Bill accounts

- Creation of club disks, and recreation of old disks

- Export Sales and Accounts data to Sage Accounts (or similar)

- Payment of drivers wages

- Multiple reports and creation of data exports via CSV files for use in MS Excel or similar
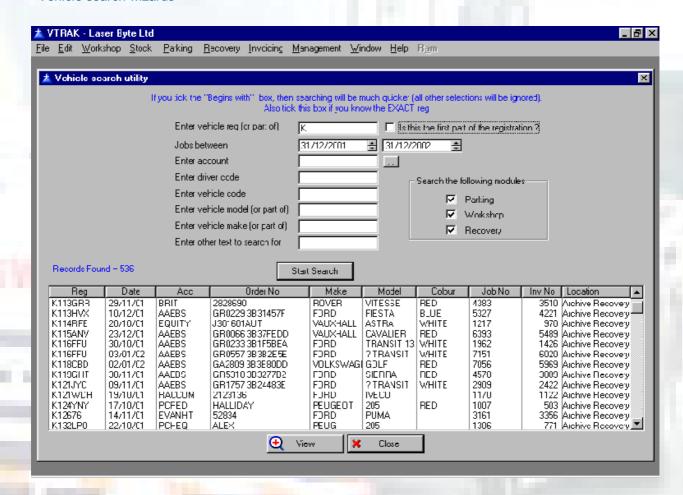
*Above – Adding a new account*

# Other VTRAK Utilities

VTRAK has many, many more features including

- Phone book

- Ability to update reference files

- Multiple reports

- Updating of Recovery Vehicles

- ISO non compliance utilities

- Vehicle search wizards



*Above – Using a Vehicle search wizard*

# VTRAK Prices

## VTRAK is available as a Single or Multi User system

VTRAK does not charged "per user" therefore allowing all your staff use the system at the same time. Staff can share the same information at the same time and this improves efficiency within your company

VTRAK is designed to interface to Sage Accounts or other similar accounting package to allow full account billing and credit control, as well as Purchase and Nominal Ledgers. This is an option to the VTRAK system.

### VTRAK System Costs

| | |
|---|---|
| Single Site Multi User system | £2500.00 |
| Multi Site system | P.O.A. |

### Add on System Modules (inc. Installation & Training)

| | |
|---|---|
| Sage Import Interface (export VTRAK data to Sage) | £500.00 |
| MDT Data Module (for M.T.S. vehicle terminals) | £600.00 |
| MDT Data Module (for Siemans Datatrak vehicle terminals) | P.O.A. |

### System Modifications

As VTRAK is a bespoke system, we can modify the system to have extra reports or screens, that are specific to your company's working practices.

### Installation and Training

| | |
|---|---|
| A VTRAK system usually requires one day's installation. | *£600.00 per day* |
| Onsite training | *£600.00 per day* |

As VTRAK is a sophisticated system, to allow your company to get the full benefit of this software, Laser Byte recommend 3 days training.

Laser Byte can arrange training days at Laser Byte Ltd, these modules cover specific areas of VTRAK depending on the persons attending. These are priced competitively – See our training brochure or contact us directly
.

### Hardware

Laser Byte Ltd can supply and support the computer hardware and network operating systems for your VTRAK system and guarantee that the system will operate properly. In fact Laser Byte Ltd most recommend that you should purchase the computer hardware from us so that you can have the peace of mind that the system will work and be supported properly.

### Support and Maintenance

Software and Hardware Support is available to cover your system. This gives you telephone support and / or full no-nonsense on site repair service for your hardware. All users must have telephone support for VTRAK software.

| | |
|---|---|
| VTRAK Software Support | P.O.A. |
| VTRAK modifications | £75 / hour |

*All information mentioned in this brochure are subject to change, as VTRAK is a bespoke system.*
*Please contact Laser Byte directly for the latest pricing and a quotation – All prices exclude V.A.T..*