ibcos

A Constellation Software Company

John Deere PoPS/ELIPS

Bringing service opportunities to your attention

The new John Deere web dashboard, PoPS/ELIPS, collates and analyses Wholegood data. The dashboard uses artificial intelligence to bring data that already exists on Gold together, allowing dealerships to better understand their machines lifecycle. This will enable dealerships to make informed decisions on **purchases, sales, services and marketing opportunities**.

The dashboard provides descriptive reporting to show dealers opportunities to focus on and grow their aftermarket business. Once it's set up for dealers, John Deere will provide a full overview and training on how this tool can be used within various departments.

What are the benefits of this dashboard?

Hassle-free Integration

Since the data is already in Gold, dealerships don't need to change processes or add any new figures.
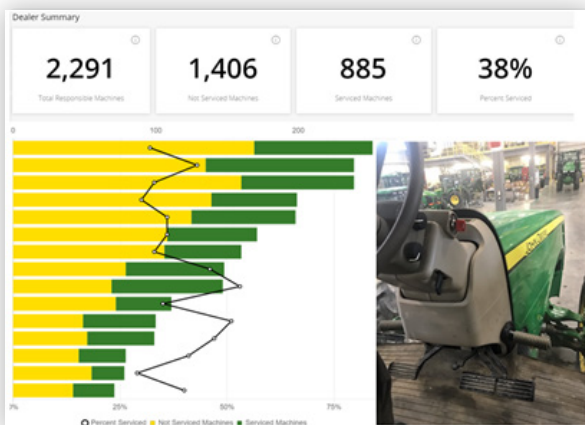
Reconnect with Customers

Dealers can be proactive and identify customers that have Wholegoods but have not received a recent service.

Identify Aftermarket Opportunities

Dealers can identify revenue prospects by analysing opportunities to sell parts related to a Wholegood during or ahead of a service.

The example on the left identifies an opportunity to sell a footrest alongside the servicing of three types of tractors. The graph shows how many tractors have not yet been serviced and the potential revenue opportunity for selling the footrest alongside the service.

FAQs

How does it work?

The data is automatically sent from Gold in a single report to the John Deere web dashboard. There is an initial upload of 5 years' worth of historical data, followed by a daily feed, which is completed automatically overnight.

What data is transferred?

There are two types of data that is transferred, all collated in the same report and sent to John Deere daily.

1. PoPS - Percentage of Products Serviced

Wholegood serial numbers, sold parts, labour in the workshop and parts over the counter sales for John Deere equipment and parts.

2. ELIPS - Equipment Lifecycle Integration of Parts and Service

The dealer service records including the PIN (serial number of the wholegood), hours, parts replaced, complaints and corrections.

Customer personal data or any invoice cost information is not transferred.

What is the cost?

An initial set up fee of £460. Ibcos will complete the historical upload and configure the daily batch job remotely.

An annual ongoing charge of £2,600.

Are there any system requirements?

You must be on at least Gold version 7.30.6.

Gold server operating system should be SUSE Linux Enterprise Server 12 SP1 and above – our Sales Team will be able to check this with your Account Manager.

What are the next steps?

Once your Account Manager has got in touch with us to enable this feature, the process is very simple.

Ibcos will send over a 5-year historical data set and set up the daily batch routine, which will be completed remotely.

John Deere will check the data and then contact you to organise a full demo and training of the dashboard.

For more information or to get this feature enabled, get in touch with our Sales Team who will be happy to help you.