

ICIM[®] ERP for Trailer Manufacturing and Repair

ICIM Business System Solution provides integrated functionality of Sales, CRM, Manufacturing, Engineering and Financials for the Trailer industry. **Metasystems'** 15+ years of trailer experience has made **ICIM** a functionally rich system for trailer manufacturing, repair, overhaul, rentals, warranty and over-the-counter sales. **ICIM's** versatile **Product Configurator** allows you to select from specific options to configure your trailer from system driven prompts at quote/sales order entry. Pricing is automatically calculated from the configuration options chosen using price books and customer specified discounts, etc. Once the sales order is generated the manufacturing process is automatically launched and shop paperwork is generated including: work orders, bill of materials, cut lists, pick lists, routings, barcode labels and associated drawings. Once released to the floor, **ICIM** provides a real-time view of time and materials used to the project and work order status is readily attainable.

ICIM's Repair and Overhaul allows for the quoting of repairs using standard or on the fly labor codes, issuing parts to the job, adding miscellaneous charges, real-time estimated vs. actual repair cost tracking and service history by Unit and/or VIN number.

ICIM's Rental Fleet Management allows for the creation of rental agreements with invoicing based on customer defined rental cycles (ie: daily, weekly, monthly). Easily manage the rental fleet by viewing unit status, value & depreciation and track the unit's complete sales, rental and service history.

ICIM also provides over-the-counter Parts Sales for fast walk up cash & carry. Easy 'where-used' cross reference look-up is available by part number and/or vendor part number for easy, quick cash sales.



After-market Parts Sales

ICIM ERP was enhanced to include after market sales and service, providing the trailer industry with a complete business solution.

ICIM Warranty Management:

- Detect and controls over-payments and fraud
- Recovers supplier supported costs
- Improves customer response
- Will help you develop higher margin services
- Exploit powerful statistical and predictive analytics to reveal service life cycle knowledge
- Reduce per-unit warranty costs
- Automated claims processing
- Analyze warranty processes and effectiveness
- Eliminate claim overpayment
- Improved accuracy of forecasted warranty costs and failure analysis
- Reduced time to resolution
- Improved service to the business partner and end customer

Maximizing Manufacturing Profitability