



XTIME:

The Fully Integrated
Fixed Ops Solution



xtime
by Cox Automotive

1

AutoSync

AutoSync, a division of AutoTrader.ca, is a suite of modern, connected automotive software solutions that bring your digital advertising, online conversion, and in-store operational efforts together for unrivalled results. We help dealerships increase the effectiveness of their sales efforts, the efficiency of their processes, and the profitability of their business.

2

Xtime: A Fully Integrated Solution From The Fixed Ops Consumer Experience Leader

Service retention remains one of the biggest challenges service departments faces.

54%

of people with cars two years old or newer went back to the dealership where they purchased for service.¹

Xtime lifts the weight off your shoulders: it elevates your service operations with a technology-enhanced experience, so you can deliver on vehicle owners' higher expectations while driving retention and profitability.

Xtime books 48 million service appointments and processes 120 million repair orders annually.

Xtime is a modern, digital service experience solution that works by delivering the experience consumers demand – one that emphasizes value, convenience and trust. It has grown to be the largest provider of service appointments and service lane technology in the franchise dealer space.

¹Source: Source: Cox Automotive, New Cox Automotive Study Finds Dealerships Have Lost 12% of Service Visits to Competition Since 2018, December 2025.

3 | What Sets Xtime Apart

Xtime delivers:

- Improved customer experience by providing a mobile-first scheduling experience
- Better employee collaboration through timely and relevant communication
- Fixed ops management insights through a full suite of critical performance metrics, including show rate, dollars per repair order, walk-in rate, appointment sources, and much more

OVER 7,500

**dealers count on
Xtime to provide their
service department
tools.**

4 | Xtime Modules

SCHEDULE – The Best and Only Proven Solution for Better Capacity Management

Up to
77 MORE
ROs/month

Schedule is Xtime's industry leading scheduling solution with multi-channel capabilities. Whether through online scheduling, the dealership call center, walk-in, or even Blue Link Connected vehicles, an Xtime-enabled dealership obtains all the necessary details for better capacity management.

Schedule's new dealership interface enables everyone in the dealership to answer the phone, book the order, and maximize shop utilization. Schedule provides DMS integration, factory menus, dealer recommendations, manufacturer recalls, declined services, pricing, promotions, shop availability, repair history, and RO status.

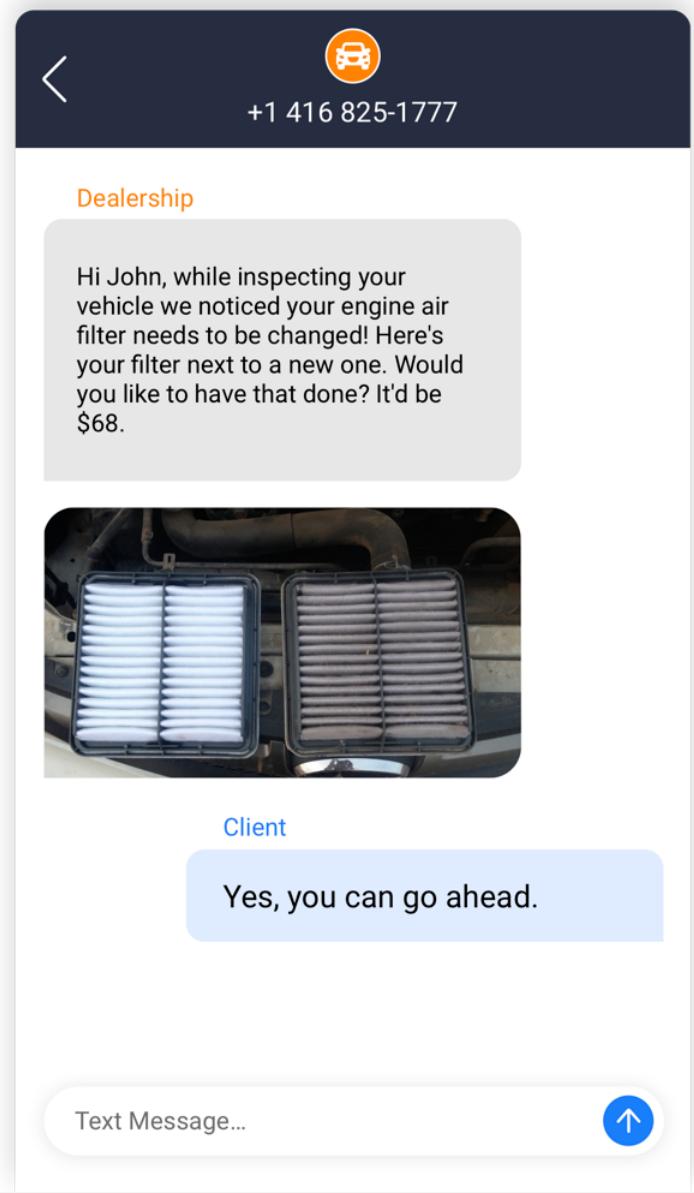
Wednesday Nov 10		27 appts.
2017 SUBARU CROSSTREK Lewis Lane	Oil Change 8:00 A.M.	
2016 SUBARU OUTBACK Corbin Boyd	Tire Change 8:15 A.M.	
2014 SUBARU OUTBACK Naomi Till	Engine Drive Belts 8:45 A.M.	
2013 SUBARU TRIBECA Joshua Riley	Cabin Filter 9:00 A.M.	10% off any service or repair
2023 SUBARU OUTLANDER Eliza Fraser	Oil Change 9:15 A.M.	

ENGAGE - Easy and Efficient Vehicle Check-In with Accurate Information

+\$12
per RO

Engage from Xtime provides consumers with a professionally presented, digital service lane inspection during every visit. All necessary vehicle information, historical data, and vehicle-specific recommended services are available in real-time and presented in a familiar and transparent method.

Delivered through Apple iOS or Android devices, service advisors are empowered with a rapid check-in process, VIN-specific maintenance recommendations, integrated tire selling, walk-around inspections, manufacturer service campaigns, and the ability to capture and re-market deferred services.



Dealership

Hi John, while inspecting your vehicle we noticed your engine air filter needs to be changed! Here's your filter next to a new one. Would you like to have that done? It'd be \$68.

Client

Yes, you can go ahead.

Text Message...

INSPECT - Identify and Recommend Additional Repairs

70% INCREASE
in RO dollars

UP TO \$110
per RO

Inspect, Xtime's electronic, multi-point inspection process identifies and recommends these repairs while eliminating lost labor hours and parts sales. According to NADA estimates, every year, over \$1 billion in required repairs enter and leave service departments without being identified, recommended or repaired. The result? Missed revenue opportunities, poor CSI scores, and loyal service customers eventually defecting from franchise dealerships.

Inspect is designed to maximize dealership fixed operation revenue and profitability by finding, identifying and recommending additional services. This includes declined service tracking and streamlined communications, internally and externally, to improve customer satisfaction and dealership retention. Inspections, manufacturer service campaigns, and the ability to capture and re-market deferred services.

Inspection Sheet

			Engine Air Filter	Service Added
			Engine hoses	Add Service
			Throttle body	Add Service
			Fluids	Add Service
			Cabin Filter	Service Declined
			Battery Condition	Add Service
			Front-end Linkage	Add Service
			CV Boots /Joints	Add Service
			Front Brakes	Add Service

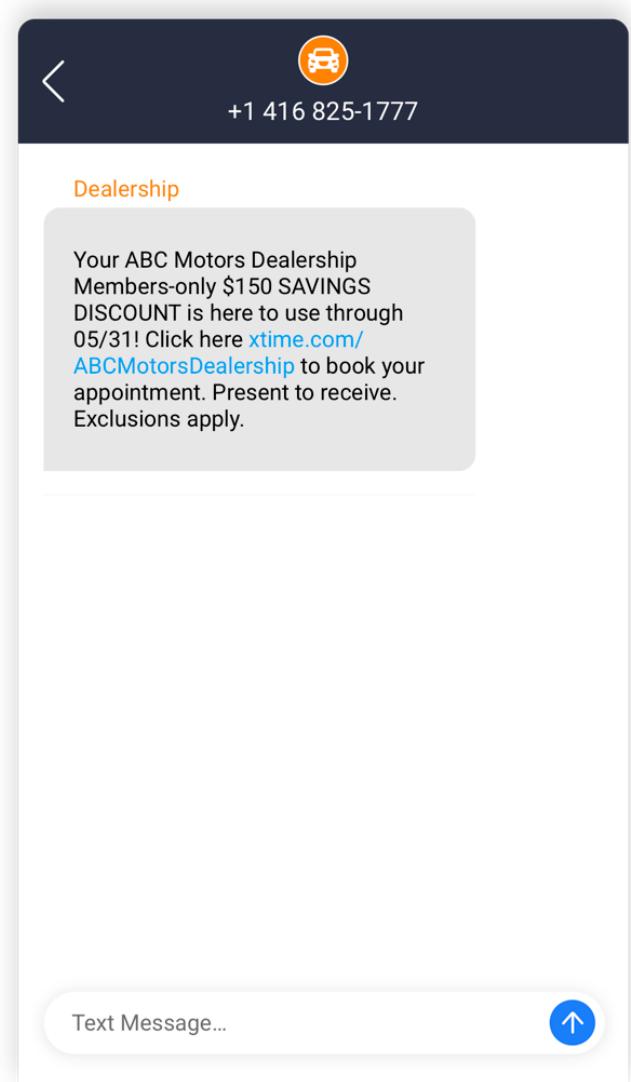
INVITE - Visualize the Unsold Shop Capacity and Promote It to the Market

13.3% INCREASE
in RO volume

UP TO 113
more ROs/month

Invite is a revolutionary service marketing platform from Xtime: it is the industry's first and only marketing solution that enables dealerships to see the value of their unsold service capacity, quickly launch promotions to target those unsold time slots, provide customers with an opportunity to click-to-act on all promotions, and view the results of their offers in real-time.

Invite uses the Xtime Cloud platform to tap into the industry's deepest and best-curated customer and services database. With access to over 100 million customers and more than 750 million ROs, Invite enables dealers to build and deliver highly targeted recommendations and promotions and leverage those offers through all Xtime channels: online, mobile, email, text message, advisor and call center.



5 | Key Features

Videos / Pictures - HD videos and annotated images sent to customers

- Photos/videos captured during inspections or repairs
- Sent via text or email for transparency and trust
- Improves CSI and customer understanding of repairs
- Fast, mobile-responsive design that converts more traffic

2 Way Texting / Visit Tracking between service advisors and customers

- Personalized communications sent via SMS and web
- Automated visit status updates improve transparency
- Supports French (FR) language translation for compliance

Digital Approvals via text, email, or dashboard interface.

- Speeds up RO authorization with digital workflows
- Reduces missed service upsell opportunities
- Secure tracking and reporting through dealer dashboard

Mobile / Cloud Based Platform offering dealership and customer access anytime, anywhere

- Supports real-time updates across devices
- Enables mobile check-in, approvals, and messaging
- Cloud-hosted on AWS for maximum uptime and security

Data Use & Compliance with GM and dealer agreements

- Customer and dealer data only used for authorized DTT functionality
- Strict adherence to privacy, security, and purpose-limiting protocols
- Supports GM analytics and reporting with integrity

5 | Key Features

Electronic Multi-Point Inspection (MPVI) with customer-friendly reporting

- Color-coded (Green/Yellow/Red) inspection results
- Technicians input findings via tablet or PC
- Reports delivered via text or email for transparency

Appointment Management with capacity control

- Multi-channel booking (online, mobile, phone, walk-in)
- Automated appointment reminders and confirmations
- Real-time integration with dealer calendars and shop capacity

Service Marketing with targeted campaigns across mobile, text, email and web

- Promote unsold shop capacity in real-time
- Track performance of campaigns through analytics dashboards

Online Payment from mobile device or desktop

- Integrated with dealer RO and billing systems
- Reduces wait times and improves customer satisfaction

Robust Reporting for dealers and OEM partners

- Custom dashboards track service KPIs and trends
- Dealer performance insights by advisor, department, and operation
- Data export for GM and Shift Digital integration

6 | Deployment Excellence

A dedicated implementation team is assigned to Xtime roll-out, including an Implementation Project Manager. Dedicated resources ensure GM dealerships are properly configured with appropriate service menus, capacities, pricing, and staffing. System experts working with individual rooftops ensure proper customization takes place.

Sample of implementation schedule.

WEEK 1

DAYS 1-7

- Kick-off Call
- Verify Pricing and Op Codes
- Verify Store-specific Data Collection (Employee List, Shop Hours, Capacity, etc.)
- DMS Integration
- Browser Requirement Confirmation

WEEK 2

DAYS 8-14

- Schedule Setup Begins
- Catalog Build Begins
- Users Created In Xtime, Xtime University, Pre-deployment Training Begins
- DMS Integration Complete

WEEK 3

DAYS 15-21

- Catalog Build Completed
- System Readiness Testing
- Web Lining
- Schedule - Go Live
- Use the System!
- Xtime University Pre-deployment Training Continues

7 | Performance Management

Xtime provides implementation, training, support, and ongoing performance management to ensure success for all its customers. This includes:

- A Performance Manager with deep industry experience to help identify areas and opportunities to improve
- Program management resources to execute day-to-day operations
- User-friendly dashboards with visual analytics to identify key service trends and opportunities
- Comprehensive data to measure dealership and user performance and process

8 | Support

Xtime provides world-class support to its dealer partners through multiple channels (described below). This level of support is available to General Motors Canada and all its retailers.

Retailer Support Phone Hours

- 7am - 7pm CST (Mon-Fri)
- 7am - 5pm CST (Sat)
- After hours vendor which can do basic things like work account lock outs. They can also escalate emergencies, such as system outages, to our Escalations team for immediate action.

Support Options

Toll-Free: 1-866-984-6355

Email: support@xtime.com

Our support team has specialized training and skills for each product Xtime offers. Clients can select a product-specific technician to address their needs with an in-depth understanding of the specific tool they are facing issues with. Avoiding traditional support, (one person answers the phone, creates a ticket, and sends it to a tech), results in more efficient support and a swift resolution on both ends. For more complex issues the engineering team is relied on to ensure the issue is properly resolved.

Our support team strives for the following metrics:

	TARGET	CURRENT PERFORMANCE
Calls answered in 20 seconds or less	80%	91%
Support Tickets solved in 72 hours or less	80%	80%
Net Promoter Score for Support Tickets	90%	89%
Positive survey response on easy to work with	90%	95%

Integrations - Robust Partner Integrations

Xtime provides a third party and Enterprise API platform to facilitate data integrations, including:

- Certified, bi-directional DMS integrations with all major providers, including CDK and Reynolds & Reynolds
- Sophisticated AutoSync ecosystem integrations like vAuto.
- Unique OEM integrations that include service campaigns and recalls so customers can view and book recall repairs during appointment scheduling online as well as telematics
- Third party partnerships to incorporate Business Development Centers, Web Chat Providers, and Service Marketing programs
- Intelligent integration between Hunter and Xtime enables advisors to make informed recommendations throughout the customer's visit, reduces manual work for technicians during inspections, and digitally includes reports with additional recommendations.

"I have thoroughly enjoyed our transition from CDK Service to Xtime. It's very user friendly, the media is far easier to upload and send, and the reporting is fantastic. Above all, the service and support we've received from Eric is what has been most impressive! I would recommend the switch to any dealership looking to move the needle in their Fixed Operations."

Ashley-Rose Brown, General Sales Manager, London Honda

" We have used Xtime for several years now. The program is easy to learn and use and has been a great asset to our service department. The support from Xtime is unparalleled and response times when issues arise and handled with immediate attention. We look forward to continued growth in our department with Xtime."

Peter Kosson, Service Manager, Sherwood Park Hyundai

"The assistance we get regarding follow up to the original concern/ask is thorough. Turn around time from reaching out to you vs. you getting back to us has great timing."

Ricco J.V Rodriguez, Service Manager, Courtesy Chrysler Dodge Jeep Ram

"I have been an Xtime user since 2010 so I have seen the growth of the company and the expansion of services provided. My account rep Eric is very knowledgeable is the number 1 reason why I recommend Xtime to other dealers. You need a partner that can work with you and help you when you are stuck in a bind. You will get that type of service from Eric."

Allan Lin, Service Manager, Waterloo Honda

"Being new in my role as Service manager, I have been very grateful for the level of support Xtime has provided. Both through emails and calling Xtime support. I have yet to wait for long periods of time on hold, and my issues get resolved in a timely fashion."

Paul Davies, Service Manager, South London Infiniti Nissan

Module	Description	Silver Package	Gold Package	Platinum Package
Xtime Schedule	Schedule Tool	X	X	X
Xtime Engage	Tablet Check in	X	X	X
Xtime Inspect	Digital MPI	X	X	X
Enhanced Multi-Media	Enhanced Photo and Video Capability		X	X
Xtime Invite	CRM Marketing + Enhanced text			X
Compliance	meets all DTT requirements	X	X	X
	Other compliance requirements	-	4/5 Preferred Features & Enhanced Media	5/5 Preferred Features & Enhanced Media / Service Marketing / Text Marketing
Price		\$ 2,912.00	\$ 3,360.00	\$ 4,424.00

* Set-up / Training and DMs integrations not included.

12 | Add-ons

Set-up Fees

Product Name	Product Description	Set-Up Training Fee (On Site)	Dealer Billing
Xtime Schedule	Schedule Tool	\$5300	\$5300
Xtime Engage	Tablet Check in	Inc.	Inc.
Xtime Inspect	Digital MPI	Inc.	Inc.
Xtime Invite	CRM Marketing	Inc.	Inc.

DMS Integrations' Fees

DMS Provider	Product Description	Integration Set-Up Fee	Monthly Integration Fee
CDK	DMS Integration	\$500.00	\$561.00 + Additional \$642.00 with EI
Reynolds and Reynolds	DMS Integration	\$599.00	\$1547.00
PBS	DMS Integration	N/A	\$70.00
Serti	DMS Integration	\$250.00	\$110.00
Quorum	DMS Integration	N/A	\$50.00

- Serti does not integrate with Inspect
- DMS fees could change based on Vendor