



Always in the Know

Dealership-wide Solutions for ERA®

U.S.

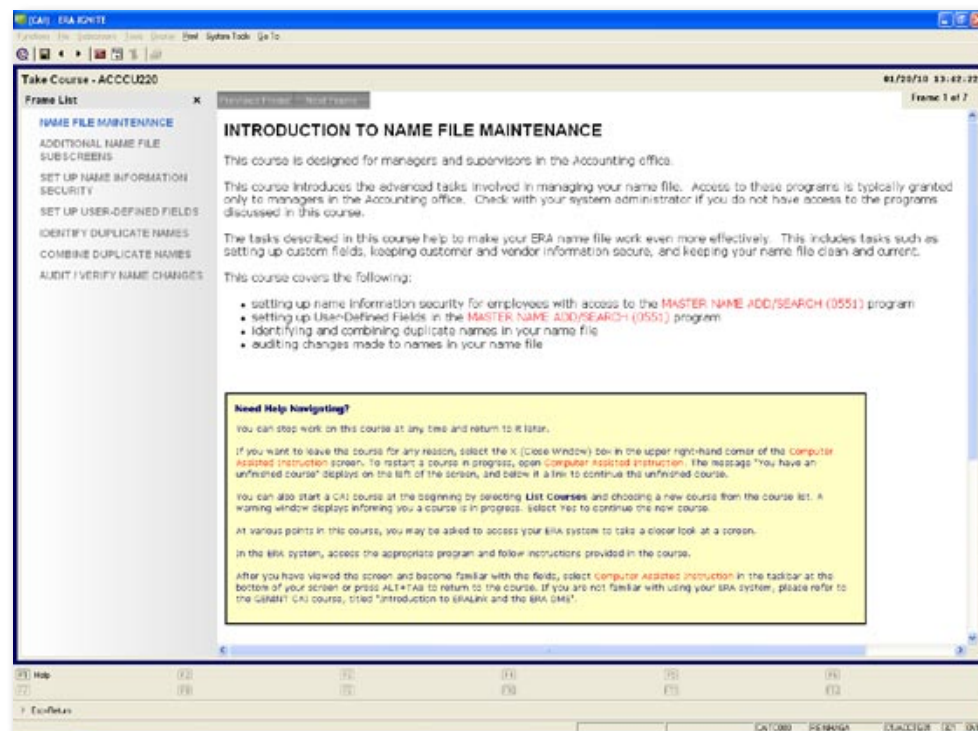
Computer Assisted Instruction for ERA®

Strengthen employee knowledge to boost productivity and drive ERA system utilization throughout your dealership.

Increase System Utilization

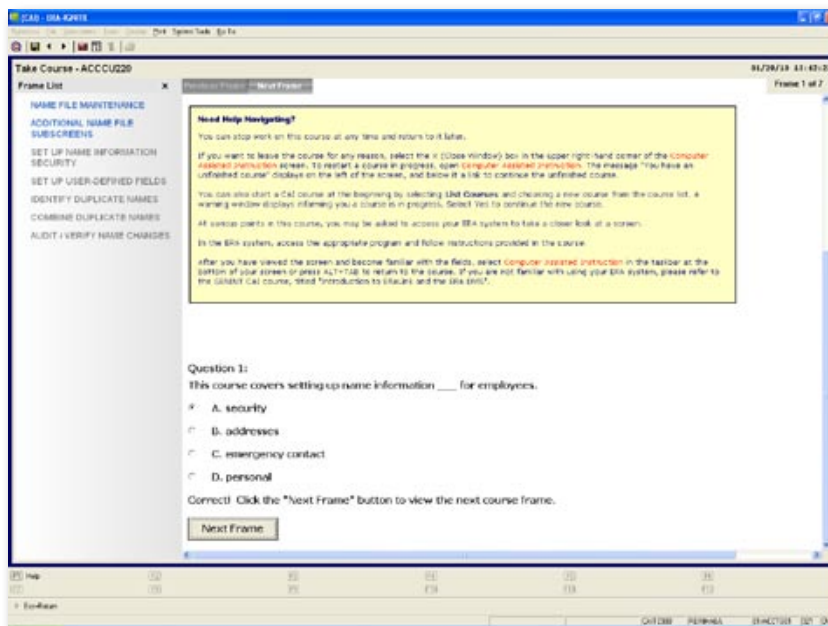
Equip your employees with consistent training to help increase system utilization, productivity, and ultimately your profits. When employees know your dealership management system (DMS) better, you see a higher ROI on your technology. Computer Assisted Instruction is an embedded training option for your ERA system and is offered at no additional charge to your monthly support fees. It requires no Internet access and minimal administrator set-up.

- Employees log in to any ERA PC workstation to take courses based on their program access.
- When needed, new courses are assigned with new software enhancements, so employees can confidently use new features right away.
- Once assigned, courses can be repeated at any time.
- Each course includes a brief assessment quiz and the results are captured for employee performance reports.



Computer Assisted Instruction users can keep track of completed topics and bookmark where they stop and start in courses.

Computer Assisted Instruction for ERA®



Each course includes a brief assessment quiz and the results are captured for employee performance reports.

More Knowledgeable Employees

Boost customer satisfaction and loyalty by helping your employees become more knowledgeable and more supportive of your customers. Training through Computer Assisted Instruction is:

- Self-guided – employees don't spend valuable time cross-training each other.
- Flexible – the automatic bookmark feature supports even the busiest jobs, so the user can stop a course at any point and return to it when their schedule permits. Most courses take about 15-20 minutes to complete.
- Role-based – employees learn how to better use necessary applications, so customers don't have to wait for an associate to learn on the fly.
- Easily-managed – employees receive course due date reminders when they log in to ERA.
- Direct – learning assessments provide employees immediate feedback on their progress.

Get Results

Help your employees learn ERA with an embedded training solution that fits seamlessly into their daily schedule instead of interrupting it. Start seeing more productive employees, happier customers, and a better bottom line with Computer Assisted Instruction!

Did you know?

Only 12 percent of employees who rate their company's training opportunities "excellent" plan to leave within a year. More than 40 percent of staff who say their company offers poor training opportunities plan to leave within a year.

Source: "Emerging Workforce Study" cited in Business Week.

For more information on Computer Assisted Instruction, please contact your Reynolds Account Manager, call 800.767.7679, or e-mail marketing@reyrey.com



MAKING BUSINESS BETTER.