

Guide Overview

Content Summary

Digital solutions deployed in the U.S. and applicable to automotive O.E. replacement parts

- ◇ Section I: Types of solutions automating service-parts operations, use in repairs and sales
 - ▶ Over a dozen leading types of solutions plus distinct sub-types
 - ▶ Information flow diagrams & charts of providers for many solution types
- ◇ Section II: Providers of digital solutions for service-parts
 - ▶ Over 50 distinct multi-page summaries
 - ▶ Identification of solution types provided by each covered DSP
- ◇ Section III: Special Topics (of strategic significance to OEM replacement parts)

Annual Subscription Deliverables

- ◇ Digital Copy (pdf) of ***Service-Parts: Digital Solutions Guide*** (at subscription start; plus new editions)
- ◇ Analysis of News and Expos (NADA, NACE ...), *Guide* Updates & Extensions
- ◇ Choice of additional “Special Topics” as well as solution-types and firms to be added to *Guide*¹
- ◇ Phone & E-mail Consults²

Value

The *Guide* is a reference publication that – like an almanac or encyclopedia – is loaded with structured content. It is the only comprehensive source for service-parts digital solutions (and data) as well as the firms developing and marketing those solutions.

The *Guide* is also a source of information when none is readily available. Subscribers identify and submit topics – within the Guide’s scope – and request an overview and assessment (including likely impacts and strategic significance) relative to a segment of the vehicle-repair industry. Within days, a preliminary draft will be shared with the requester for collaborative review and refinement. Then a final draft will be prepared and sent to the requester (and which is later added to the Guide’s Section III – Special Topics). What would be a very expensive and time-consuming undertaking is now neither.

For smaller urgent inquiries (e.g., requests for clarification or amplification of *Guide* content or a news event), *Guide* subscribers may utilize the ‘Consult’ service to e-mail (or call) with requests. For larger projects or engagements specific to a single firm, subscribers will have access to preferred rates on consulting engagements with Fellowes Research.

About the Author

Ted Fellowes is a recognized authority on data, information services and solutions boosting service-parts sales and operational efficiency. Ted speaks and writes on service-parts in FixedOps Magazine and Fellowes Research publications. Prior to Fellowes Research, Ted was an executive at major parts DSPs leading innovation in parts eCommerce, parts catalogs, idle/excess liquidation, availability optimization, business intelligence and integration across dealer and OEM systems.

¹ 5 per year included with subscription

² 6 hours per year included with subscription