



## Garage Brackman moves into gear with Drive-IT DMS and NORRIQ Belgium

Over the years, Garage Brackman of Peruwelz, established in 1955, has become a valued Toyota distributor. The company values quality and is proud that it is in the top 25 Toyota garages with the highest customer satisfaction index.

In the 1970s Garage Brackman invested in computerization. When the current DMS system WinCar (by NORRIQ, formerly Helios-IT) needed to be replaced in 2008, the new Drive-IT program turned out to be the perfect solution. In addition to extensive functionalities, Drive-IT is an open and future-oriented platform that will serve Garage Brackman for many years to come.



## Overview

**Country:** Belgium  
**Sector:** Automotive

### Profile of Garage Brackman

Garage Brackman, established in 1955, has been a reputed Toyota distributor in Peruwelz since 1977. The company has 18 employees and a turnover of more than 1 million euros – a success that it attributes to constant attention to quality and computerization.

### Challenge

The WinCar platform, Garage Brackman's previous DMS system, could no longer keep up with the latest technological evolutions. The system didn't support the latest version of Windows and didn't allow the garage to submit electronic VAT declarations.

### Solution

When NORRIQ proposed Drive-IT as a successor to WinCar, Garage Brackman wanted to be one of the first to implement the solution. Drive-IT supports all the company processes of a typical garage in one integrated system, and the open environment makes it possible to exchange data electronically with suppliers and the government.

### Benefits

- Reliable and future-oriented system
- Many standard functionalities for garages
- Supports electronic data exchange: Intervat, Car-Pass, etc.
- Detailed reports
- Flexible financing
- Permanent NORRIQ helpdesk

Garage Brackman is a valued Toyota distributor in Peruwelz. The company was established in 1955 with the exploitation of a Gulf gas station as well as the sale and maintenance of various makes of cars. In 1965 it took over a Simca Chrysler franchise. Garage Brackman switched to Toyota in 1977. The third generation is currently at the helm of Garage Brackman, which has a turnover of more than one million euros and 18 employees.

Didier Brackman, IT Manager at Garage Brackman: "The quality of our service is undoubtedly our trademark. We are proud that a customer satisfaction survey placed us in the top 25 Toyota garages in Belgium."

### Computerization

Garage Brackman has always invested in computerization. In the 1970s Garage Brackman used an IBM 5280, a UNIX system that was supported by ICT supplier Econocom. When the garage started distributing Toyotas in 1977 the company switched to IDS 8, a DMS system by software supplier Turbo-data, which was later purchased by ADP Dealer Services.

The notorious "Y2K" problem compelled Garage Brackman to look for a new DMS system in 2000. The company chose WinCar, a well-known solution that was offered by NORRIQ (then called Helios-IT). The WinCar platform didn't stand the test of time flawlessly: the latest version of Microsoft Windows and new requirements like the electronic VAT declaration (Intervat) were not optimally supported by WinCar.

The company decided to look for a replacement for WinCar in 2008. After meetings with the WinCar supplier (Helios-IT), it quickly became apparent that Garage Brackman didn't need to look any further. NORRIQ came up with the perfect offer for Garage Brackman: Drive-IT was a brand-new DMS system, based on WinCar, that was transformed into a technologically advanced and future-oriented platform. WinCar's good qualities – user-friendly and fast implementation – were retained and Drive-IT turned out to be the perfect solution for a family garage with 2 to 10 users.

## Numerous functionalities

Garage Brackman seized this opportunity wholeheartedly and asked NORRIQ to implement Drive-IT. Today, seven Garage Brackman employees use Drive-IT, which supports all the typical processes of a garage: workshop management, planning and time registration, vehicle management, warehouse management and accounting.

Didier Brackman: "With Drive-IT we manage all the typical garage activities in one modern and future-oriented system. In addition, we were able to transfer all the data from our previous solution, WinCar, into the new system."

Toyota has added Drive-IT, together with iReach and Incadea, to the list of DMS solutions that it offers its garages and franchise holders. New versions of Drive-IT are being financed via the monthly contributions that garages pay to NORRIQ Belgium. Didier Brackman: "Thanks to the monthly financing formula we are not burdened with a sudden investment expense and our cash flow is protected. The only immediate investment was the hardware."

## Open system

In addition to numerous standard functionalities, the openness of Drive-IT's platform is an important asset. Garages are increasingly being asked to exchange data electronically with suppliers and the government. The electronic VAT declaration via Intervat, obligatory as of 1 January 2010, is supported by Drive-IT.

Drive-IT also makes it easier to use Car-Pass, a platform that registers the mileage of second-hand cars: Drive-IT makes a file every day and sends it directly to Car-Pass.

## Detailed reports

Didier Brackman: "We were charmed by Drive-IT's openness. You can make your own reports in no time then copy them to Microsoft Excel and continue working on them. Alternatively, you can make a PDF version of a report and send it by e-mail."

Garage Brackman uses many of the functions for analytical accounting. They follow up the profitability of their activities



"With Drive-IT we manage all the typical garage activities in one modern and future-oriented system. In addition, we were able to transfer all the data from our previous solution, WinCar, into the new system."

*Didier Brackman (left), IT Manager at Garage Brackman, with Jasmine Vanden Hende and Jeroen Poismans, consultants at NORRIQ Belgium.*

from month to month in the various departments: sales, workshop, bodywork, warehouse, etc.

Furthermore, information is exchanged extremely efficiently with supplier Toyota. Orders are sent electronically and Garage Brackman gets its required reports directly from Drive-IT.

## NORRIQ helpdesk

NORRIQ supports its customers in their daily use of the system. Two NORRIQ employees are available full-time to answer customer's practical questions. "If we have a question we can always count on a quick answer from NORRIQ", says Didier Brackman.

The system remains up-to-date because the new versions of Drive-IT are installed automatically. Moreover, automatic backups ensure that data cannot be lost.

**For more information**

For more information about the Microsoft products and services described above call +32 (0)2 704 30 00 or visit <http://www.microsoft.be/cases>. You will find other companies that use similar applications.

For more information about NORRIQ, visit the website [www.norriq.be](http://www.norriq.be) or call +32 (0)16 49 81 15.

For more information about Garage Brackman, call +32 (0)69 77 27 29.



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**Conclusion**

“Every garage, large and small, needs an integrated DMS system today. User-friendliness and flexibility are very important to us. With Drive-IT we have found a solution that isn't only perfect for us, it's also future-oriented and open. In the future we will get a maximum return on our investment”, concludes Didier Brackman.