

PROADVISOR review

RV Logic Dealership Management Software

Overall Rating **8.9**

Product Name

RV Logic Dealership Management Software by RV Logic, Inc

Reviewed By

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Date Reviewed

March 22, 2009

Summary

RV Logic Dealership Management Software is a feature-rich web-based product that provides numerous front and back-office capabilities to dealers, service facilities, and parts & accessories stores. The integration with QuickBooks makes the process of accounting for vehicle/equipment sales, parts and service sales, and inventory accounting easy. The day-to-day sales, services, and purchases are entered in RV Logic and then seamlessly sent over to QuickBooks.

Strengths

RV Logic works for a variety of businesses, in all sizes, and in many industries (automotive, marine, motor sports, heavy equipment, and RV dealers to name a few). It offers many features which include: managing the floor plan, ordering and receiving vehicle/equipment and part inventories, service repair scheduling and management, point-of-sale, customer relationship management (including tracking all customer purchases and service), sales opportunity management, desk deals, menu-selling for F & I, printing of F & I documents (including finance contracts, purchase agreements, tag and title documents, after-market product contracts and more), website integration, back office management, and electronic document management. There are also many other features available within those shown above such as the ability to handle core transactions, run credit reports for prospective customers at the click of a button, and to download sales tax rates for a particular area.

Limitations

The product works as intended, there are no limitations at this point.

Wish List

If the product could move a little quicker during the look-up process and during the process of posting transactions to QuickBooks, that would help save time for the user.

Product Ratings	Rating	Ratings Definitions
<p>Setup and Installation:</p> <p>RV Logic performs the installation via a remote session so that process is very easy. They also walk through setting up all the preferences at that time as well so users do not have to stumble their way through that setup on their own. After that, it is recommended that the users sign up for free live or recorded webinar training on various topics that is provided every two weeks (training is provided on an unlimited basis). After the training and after some transactions have been entered, then RV Logic assists with the accounting set-up. The whole process takes approximately 20-30 days from start to finish. There is a lot of information that needs to be entered in the software so setup is a time-consuming process (customers, vendors, parts and vehicles can be imported into the software) but it is fairly straight-forward.</p>	8.0	<p>10.0 (Perfect): This exceedingly rare score is reserved for a product that is as perfect as it could be.</p> <p>9.0 to 9.9 (Spectacular): A product that receives a rating in this range succeeds at meeting all of its intended users' needs and has no meaningful drawbacks.</p> <p>8.0 to 8.9 (Excellent): A product that receives a rating in this range is superior in so many ways that its relatively few drawbacks are not very important.</p> <p>7.0 to 7.9 (Very good): While the strengths of a product scoring in this range certainly outweigh its weaknesses, it has some minor faults that certain users should be aware of.</p>
<p>Interface:</p> <p>The interface is relatively intuitive and easy to use. There are a lot of features available so it does take some time to become comfortable navigating within the product however after training and some time using the product, it will be easy to use.</p>	8.0	<p>6.0 to 6.9 (Good): This range represents a product that is above average. Its strengths slightly outweigh its weaknesses, making it good for most uses but not a standout.</p>
<p>Features:</p> <p>This product offers just about any feature a dealer, service facility, or parts & accessories store needs and all features work as claimed. The ability to track the entire process from a prospect call/visit all the way through the sale, including scheduling and tracking part sales and service work done is key and it's all done in one product. Only the accounting for the transactions needs to be done outside of the product in QuickBooks, but the transactions are posted directly with just a few steps.</p>	9.0	<p>5.0 to 5.9 (Average): A product that scores in this range is functional but unremarkable.</p> <p>4.0 to 4.9 (Mediocre): Products in this range are below average. They fall in the middle of the pack for most features, but suffer from a few additional major flaws.</p>
<p>Follow-through on Claims</p> <p>The product follows-through on the claims it makes on its website and on Intuit's Marketplace.</p>	9.5	<p>3.0 to 3.9 (Poor): A customer should probably not consider purchasing a product in this range or lower. There may be one or two specialized circumstances, however, that could justify the purchase of this product for a very low price for a specific demand.</p>
<p>Ease of Use/Service and Support</p> <p>The product is not difficult to use once time has been spent on training. Online support is available as is in-product help and there is also a user reference guide that can be downloaded from the Help menu within the product. Phone support is available toll-free on weekdays but after-hours phone support is also available (there is no separate charge for support, it is included in the monthly fee).</p>	8.5	<p>2.0 to 2.9 (Terrible): A product that receives a rating in this range does not satisfy any of its intended users' needs and has no meaningful strengths.</p> <p>1.0 to 1.9 (Abysmal): A product in this range should never have been produced. This product has no redeeming qualities and worse, may actually harm the user or the user's productivity.</p>
<p>Data Security</p> <p>The product is priced at a set monthly fee per user so each user is required to have a separate login id and password (strong passwords are not mandatory however there is a 5 character minimum and there is a sliding scale that will indicate if a password is weak, strong or somewhere in the middle). Client data is stored in a Tier 1 facility, with</p>	9.3	

regular back-ups and off-site storage of back-ups and the client data can only be accessed through the RV Logic product, it cannot be accessed via web-browser. Also, there are user permissions in RV Logic that may be assigned to users to allow the appropriate level of permissions. Finally, QuickBooks is required to be open in order to post transactions from RV Logic so anyone without access to QuickBooks will be unable to accomplish this task and users with access to QuickBooks will still be subject to any limitations put upon their user in QuickBooks.

Privacy

The company has a well-documented privacy policy on the website (www.rvlogic.com/privacy.asp) which is comprehensive and easy to understand.

10.0

Integration with QuickBooks

The product integrates seamlessly with QuickBooks. Vendors, customers, and classes can be set-up in either QuickBooks or RV Logic and that information will be shared with the other product without additional steps by the user. The ability to select which transactions to post into QuickBooks helps keep control over the information flowing into QuickBooks (as opposed to everything posting automatically). However, it is very important that a user work through the account assignments in the item list within QuickBooks as those items drive how RV Logic transactions are posted within QuickBooks. RV Logic does provide a template for the item list and the chart of accounts if needed but custom lists can be used and once those two lists are set-up properly, transactions post seamlessly.

8.5