



xtime
by Cox Automotive



AutoSync

The Fully Integrated Fixed Ops Solution

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.

XTIME: A FULLY INTEGRATED SOLUTION FROM THE FIXED OPS EXPERIENCE LEADER

54%

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

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

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

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 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.

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

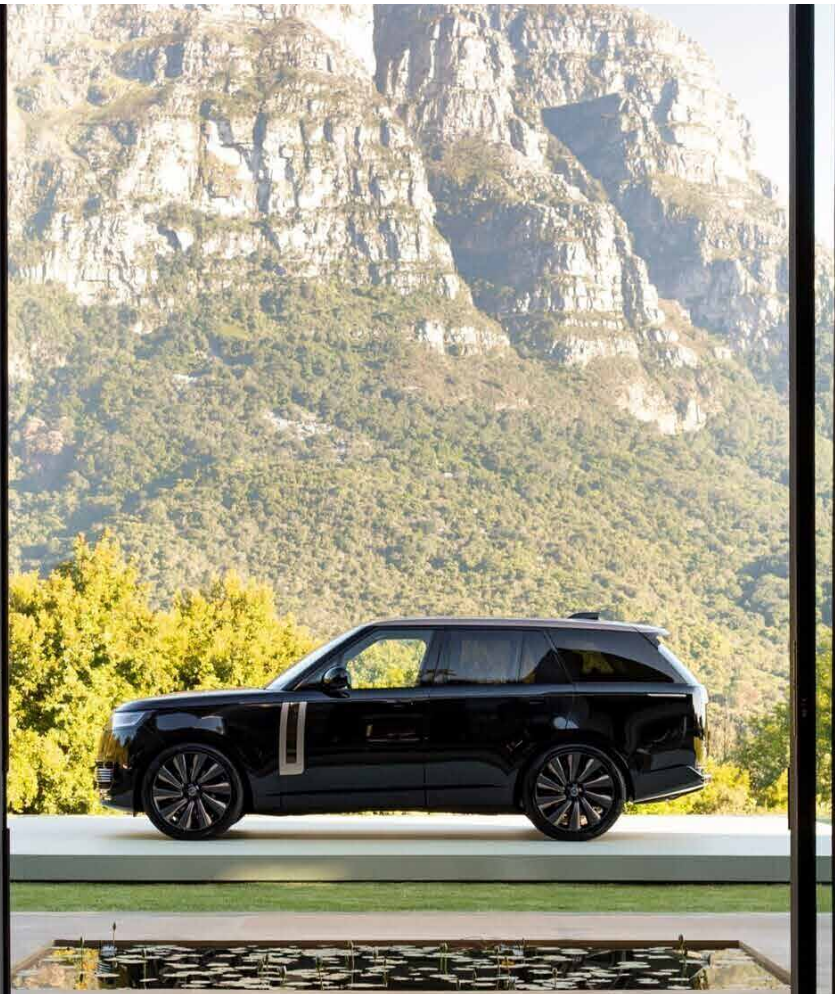
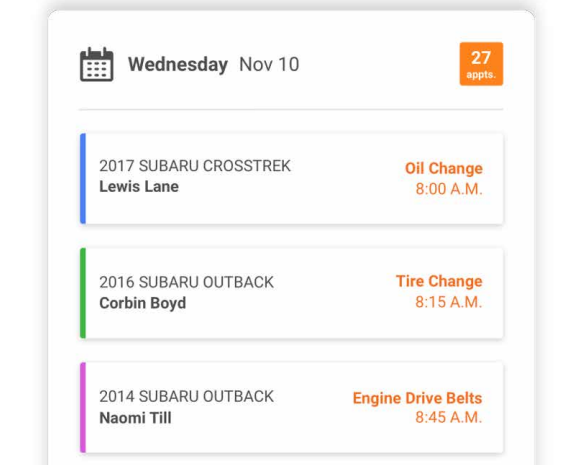
dealers count on Xtime to provide their service department tools.

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.



KEY FEATURES

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

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 JLR and Shift Digital integration

Data Use & Compliance with JLR and dealer agreements

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

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

- Supports real-time updates across devices
- Cloud-hosted on AWS for maximum uptime and security

DEPLOYMENT EXCELLENCE

A dedicated implementation team is assigned to Xtime roll-out, including an Implementation Project Manager. Dedicated resources ensure JLR 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

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

SUPPORT

Xtime provides world-class support to its dealer partners through multiple channels (described below). This level of support is available to JLR 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.



TESTIMONIALS

“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

“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

“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

PRICING & PACKAGING

Product Name	Product Code	Retail price payable by Subscribing Dealers as of the Effective Date
Core Solution: Xtime Scheduler	AFS-TRD-JAGCA-CRSCHEDA1	CAD\$798.75
One Time Setup Charge (Xtime)	AFS-TRD-JAGCA-CRSCHEDFEEA1	CAD\$1,295.00 One-time
Xtime - DMS - CDK Setup	WAO-TRD-JAGCA-CDKFEEA1	CAD\$250.00 One-time
Xtime - DMS - CDK monthly	WAO-TRD-JAGCA-CDKA1	CAD\$386.00
Xtime - DMS - Reynolds Setup	WAO-TRD-JAGCA-REYREYFEEA1	CAD\$200.00 One-time
Xtime - DMS - Reynolds monthly	WAO-TRD-JAGCA-REYREYA1	CAD\$1,082.00
Xtime - DMS - PBS monthly	WAO-TRD-JAGCA-PBSA1	CAD\$35.00
Xtime - DMS - Serti Setup	WAO-TRD-JAGCA-SRTIFEEA1	CAD\$250.00 One-time
Xtime - DMS - Serti Monthly	WAO-TRD-JAGCA-SRTIA1	CAD\$100.00
Xtime - DMS - Quorum Monthly	WAO-TRD-JAGCA-QURMA1	CAD\$25.00