

## Your Eye in F&I

SmartEye™ is a transaction-based video and audio recording system. SmartEye is ideal for training and liability protection. This system digitally records and archives F&I transactions in full color, high-quality video and audio. It's a quality control tool that helps dealers assure that every customer receives professional and ethical service and information during every transaction. Recorded transactions are archived using SmartEye NET over an encrypted Internet connection. These archived recordings are stored in a searchable database so that dealers may easily and instantly access needed data via the Internet from anywhere in the world.

Using the SmartEye NET Web client, [mysmarteye.com](http://mysmarteye.com), customer transactions can be retrieved and viewed by name, stock number, products purchased, business manager name, and/or a host of customizable fields. The Web client also allows authorized users to run activity reports and manage SmartEye NET accounts from any computer with an Internet connection. This gives the dealer instant access to customer transactions, as opposed to manually searching through paper logs and storage rooms full of bulky VHS tapes.

### SmartEye Benefits

- **Increased Profits.** Dealer profits increase because of the ability to monitor every transaction to assure that customers receive proper product information for each of the F&I products.
- **Easy Retrieval.** Dealers can access an easy-to-use searchable database to find any recorded transaction.
- **Superior Training.** Dealers can use recorded transactions as a highly effective F&I training tool to assure that staff have the most practical, real world guidance available.
- **Compliance.** Dealers can ensure that all F&I managers perform legitimate, compliant and complete product presentations to all customers.
- **Offsite Storage.** Videos are stored at a secure co-location facility which frees up virtual and physical space.

### SmartEye NET Security

For physical security the IAS server facility that houses dealership transactions is secured with closed-circuit video surveillance systems and a state-of-the-art card-key system restricting access to the facility. To ensure secure access, the dealer principal has complete control over user accounts for dealership personnel, outside training companies, or other individuals deemed appropriate by the dealer.



**Don't Worry.  
SmartEye  
was there.**

SmartEye NET employs SSL and AES encryption for all communications over the Internet. SSL technology is the standard security mechanism employed by banks, online merchants, credits card companies and other financial institutions.

To ensure complete customer confidentiality, IAS engaged an Internet security firm to perform a vulnerability assessment of SmartEye NET. Vulnerability assessments allow organizations to quickly and sensibly locate areas of weakness in their most critical digital assets. This enabled IAS to build a long-term security foundation for future expansion.



### MySmartEye.com

*The Web client for SmartEye NET allows authorized users to search for transactions, view transaction details and video files, run activity reports, and administer SmartEye NET accounts.*



## SmartDealerProducts™

For more information or for a free demonstration, call: 800.346.6469 or visit us online at: [www.iasdirect.com](http://www.iasdirect.com)

# SmartEye F&I Witness®

## F&I Witness

### Recording F&I Transactions is Only Part of the Solution

The SmartEye F&I Witness® service ensures that proper disclosure and compliance steps were taken by performing a video analysis of a random sampling of transactions at a given dealership. Dealerships choose a set of specific questions and IAS performs the analysis of up to fifteen transactions per F&I manager per month.

F&I Witness helps dealerships reduce compliance risks and automate the review process by providing dealerships with a monthly report on all transactions reviewed. This security package also leverages the benefits of other compliance measures that are in place at the dealership by ensuring that they are utilized on a regular basis.

Once a dealership has chosen to monitor their compliance efforts in the F&I department with the SmartEye NET digital monitoring software, the dealership provides a list of specific items that are to be covered with each and every customer before delivery of the vehicle. The SmartEye F&I Witness staff audits a random sampling of up to fifteen F&I transactions per manager per month to ensure that all items were covered with every customer via a custom dealership survey.

Dealers may choose up to five key questions to ask each customer. These questions can be customized for each dealer, and include:

- Did the finance manager present a menu to the customer?
- Did the finance manager confirm the customer name, address, and social security number?
- Did the finance manager perform a full disclosure of the audio/video recording?
- Did the finance manager confirm the customer's income?
- Did the finance manager review the CSI survey with the customer?

Results are compiled in a custom report and electronically sent to the designated dealer representative on a monthly basis for easy review. These reports are delivered automatically via email so that dealerships can accurately assess their F&I departments in a timely and efficient manner.

### F&I Witness Benefits

**Compliance.** F&I Witness allows dealers to ensure that all F&I personnel are performing compliant product presentations before delivery.

**Cost savings.** Gives the dealer an extremely cost effective way to monitor F&I transactions without taking time away from any dealership personnel.



*SmartEye F&I Witness results are compiled in a custom report and electronically sent to the designated dealership representative for fast and thorough review.*

**Customization.** Dealers can customize their compliance questions to match their store's method of operation.

**Increased profits.** Delivers an email report to the dealer on a monthly basis which grades all F&I personnel on a sampling of their transactions.



SmartDealerProducts™

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