

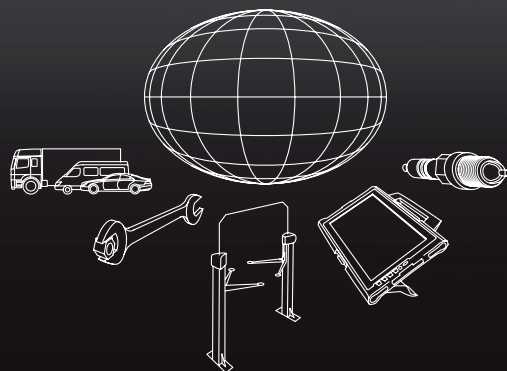


# WIS/ASRA

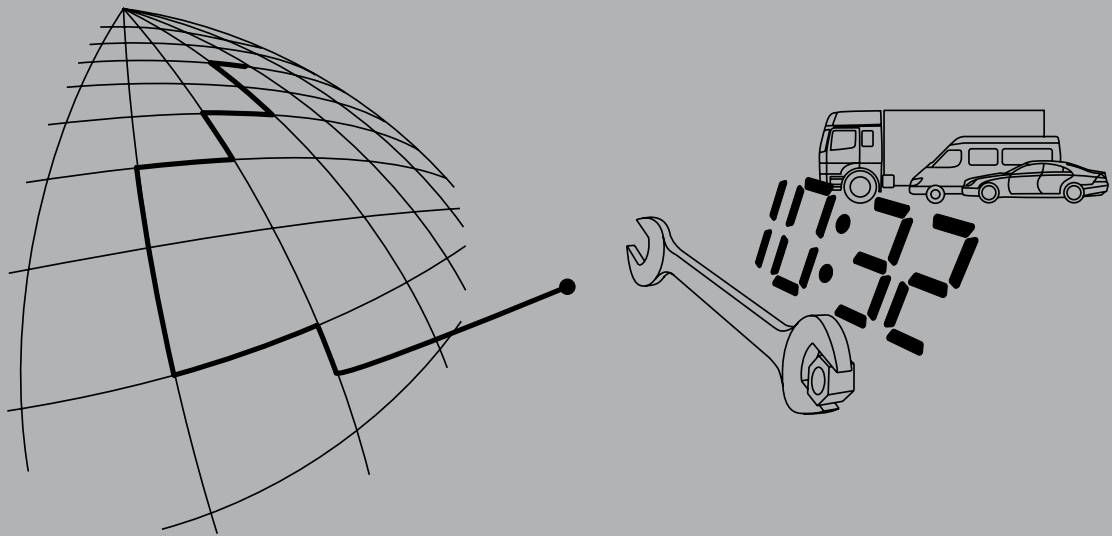
On track – with the correct compass

Mercedes-Benz





<http://aftersales.mercedes-benz.com>



# WIS/ASRA

Complete maintenance and repair work correctly  
- supported by high-quality information

# WIS/ASRA

On track – with the correct compass



## The compass for the service staff

The Workshop Information System (WIS) supplies the service technician with all the technical descriptions and information he requires to complete a service or repair job. It provides all the data required in relation to a workshop order. Information that is always up-to-date and accurate ensures that the service technician is guided in his work and will complete his task correctly.

The data determined from ASRA creates the preconditions for the accurate preparation of cost estimates. This data lays the foundations for correctly drafted bills. It helps the service technician to find the correct operation items for service operations. The system also lets him know how long the work will take. ASRA allocates the damage codes to the operation processes and ensures a continuous information chain. ASRA provides the service technician with all the information necessary if an existing workshop order is modified.



WIS and ASRA are two stand-alone applications that can be ordered both separately and in combination. As a stand-alone application, WIS comprises the WIS (Workshop Information System), MSS (Maintenance Service System) and SSL (Damage Code List) modules. The new MSS module provides support in vehicle maintenance across all categories and model series by quickly and easily generating a service sheet, for instance. Where WIS is run in combination with ASRA, the operation texts and standard texts, flat rates and work units are fully integrated and available from the ASRA module.

## Overview and clarity thanks to a modular structure and flexible operation.

The service technician can be assured in his navigation around the system. The user interface is divided into five areas, which are always visible:

### 1. Vehicle identification

Vehicle identification is a fundamental requirement for a successful search for documents and service scopes. The vehicle context is always visible and matched to the EPC. Once the vehicle identification number (VIN) is entered in full, the vehicle type, vehicle model designation, engine model designation and major assembly model designations are entered automatically and remain visible.

### 2. Module bar

The modules are listed on the left in the module bar. One click allows the user easily to switch between the various modules, WIS, MSS, SSL and ASRA or to call the EPC directly.

### 3. Control bar

A further control - the control bar - defines how the system is used efficiently. Thus, the search criteria must first be defined for a search. Only then can the search be started. The improved user guidance leads quickly to search results in this way.

### 4. Standard functions

The standard functions are available across all modules. These allow you to show the datacard, clear the search and vehicle data, display the search context, to call up the online help and to write feedback.

### 5. Content area

Here there is now significantly more space, particularly for displaying documents. The controls are clearly laid out in a toolbar.

# Product information

## Functions and data content

### • WIS

- Testing and repair operations
- Maintenance and care
- Circuit diagrams (electrical, hydraulic, pneumatic)
- Service information bulletins
- Measures and instructions
- Aftermarket fitting and conversion
- Test and adjustment values and tightening torques
- Filling capacities and Specifications for Operating Fluids
- Repair materials and tools
- Forms and certificates

### • MSS (Maintenance Service System)

- Specification of service and maintenance sheets

### • SSL (Damage codes)

- Determination of the damage code

### • ASRA

- Operation texts and standard texts
- Flat rates and work units

## Data provision and updating

Information transfer is possible through the online variant – over the Internet or intranet connection. Local servers are no longer necessary given this solution. This means that the service operation no longer has to provide costly maintenance and care of its own system environment. The data is maintained centrally and is always up-to-date. Alternatively, the user can also use WIS/ASRA as an offline variant, on the Star Diagnosis devices, for instance. He will then receive regular updates on DVD.

The data (data updates) is then supplied regularly according to the operation variant

- in the case of the online variant via the Internet/intranet: no action required, the data updates are regularly uploaded by the server operator (Application Service Provider)
- in the case of the offline variant (local installation): regular data updates by DVD delivery

## Operation variants

- Online variant (online server operation) by Market Performance Center (MPC), General Distributor (GD) or Application Service Provider (ASP)
- Offline variant (local installation)
  - on a PC
  - on a server in the local network

Please read the specification „Hardware- and Software Requirements“ for this purpose in the After-Sales Portal

## Languages

The user interface and content is available in these languages:

- |              |                         |
|--------------|-------------------------|
| • German     | • Swedish               |
| • English    | • Norwegian             |
| • French     | • Russian*              |
| • Spanish    | • Slovenian             |
| • Portuguese | • Polish*               |
| • Italian    | • Greek                 |
| • Dutch      | • Turkish*              |
| • Danish     | • Japanese*             |
| • Finnish    | • US English            |
| • Hungarian  | • Czech                 |
| • Korean     | • Chinese (simplified)* |
| • Romanian*  |                         |

\* Contents are only partly present in these languages.

If data is not available in the language selected, the document will be displayed in the language that has been preselected at front in the system and which is available (language cascading).

## Your personal contact

Mercedes-Benz and smart dealers can find out information about ordering WIS/ASRA in the After-Sales Portal Mercedes-Benz (<http://aftersales.mercedes-benz.com>).

Independent operations can obtain an online access authorization through the Service & Parts net Portal (<http://www.service-and-parts.net>). Your responsible national representative will be happy to help you if you have questions or need more detailed information.

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