WIS/ASRA

On track – with the correct compass
WIS/ASRA

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

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

- with online operation via the Internet/intranet:
  - no action required - the data and software updates are uploaded automatically
- with offline operation (local installation): regular data updates by DVD delivery

Operation variants
For using WIS/ASRA, we recommend the [online connection](https://retailfactory.mercedes-benz.com) (online operation) to the Mercedes-Benz central server for EPC and WIS/ASRA: the TSS RetailFactory. The operating costs for this will be paid for by Daimler AG unless it revokes the offer. The advantages of this operation variant include:

- Operation free of charge
- Latest documents in WIS
- No effort required for data updates by DVD

To reach the RetailFactory portal, go to:
https://retailfactory.mercedes-benz.com

We also offer offline operation (local installation on a PC or on a server in the local network). But this has disadvantages with regard to up-to-dateness of the data and costs. It takes effort to manually update the data on a regular basis.

When using WIS/ASRA, please also make sure to comply with the „Hardware and Software requirements“ in the Mercedes-Benz After-Sales Portal.

Languages
The user interface and content is available in these languages:

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

* 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 about ordering WIS/ASRA in the After-Sales Portal Mercedes-Benz ([http://aftersales.mercedes-benz.com](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](http://www.service-and-parts.net)). Your responsible national representative will be happy to assist you if you have questions or need more detailed information.