

# **DEALER BENEFITS**

## **IMPROVED CUSTOMER RELATIONS**

*No Wait Digital Greeting System  
Better Customer Follow-Up  
Higher Customer Retention*

## **HIGHER GROSS MARGINS**

*Improved Efficiency  
Reduction in Sales Expense  
Improved Declined Service Follow-Up*

## **COST REDUCTIONS**

*Service Advisors  
Employee Salary & Benefits  
Employer Taxes  
Employee Turnover  
Training Expense*

## **ENHANCED MARKETING OPPORTUNITIES**

*User Friendly Data Reports, Graphs, Bar Charts  
& Customized Reports  
Targeted Local Market Campaigns  
Service Reminder Campaigns*



**A New Paradigm in Customer Service**

# **CUSTOMER BENEFITS**

## **IMPROVED DEALER RELATIONS**

*Digital Check in Using Kiosk/Tablets  
Instant Messages on Status of Repair  
Improved Communication with Technicians  
Ability to View Image of Repairs*

## **WEB BASED INTERNET APPLICATIONS**

*Online Access to Fixed Operations  
Internet Access to Vehicles History Files  
Secure Log In Portal*

## **IMPROVED VEHICLE MAINTENANCE**

*Manufacturers Service Recommendations  
Schedule Online Repair Appointments*

## **ENHANCED DEALER COMMUNICATIONS**

*Digital Repair Approvals  
Virtual Techs and Virtual Service Advisors  
Smart Phones, IPad, IPod & Tablets*



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