



## Price Auto Group Boosts Service Key Performance Indicators (KPIs) and Revenue with Auto/Mate's Mobile Service Consultant

**Price Auto Group is based in Delaware and has been a loyal Auto/Mate customer for more than 20 years.**

### The Need

In 2016, Trevor Shoun, director of technical operations, was looking for ways to improve efficiencies and customer experience in their Honda-Acura dealership's service department. Specifically, Shoun wanted to reduce the time associated with the check-in process and the Multi-Point Inspection (MPI) process.

Located in Dover, the dealership has 26 service bays, employs 34 technicians and 12 service advisors and averages 2,600 ROs per month.

### The Solution

Shoun implemented Auto/Mate's Mobile Service Consultant. Available on Windows-based tablets, Mobile Service Consultant allows service advisors to view their DMS service module information and conduct the service write-up process on the go.

The first process Shoun focused on improving was check-in. Historically, when a customer had an appointment the service advisor would have to ask for their name and

find their RO among a stack of pre-printed ROs. Now the service advisors can walk up to customers as they drive in and greet them by name, instantly convert appointments into ROs and view vehicle history.

MPI is a second process Shoun was able to improve. Service advisors use their mobile tablets to call up a new or archived MPI checklist form and identify potential maintenance items. The advisor then presents the findings to the customer on the tablet, or emails them to the customer, for approval and signature.

### The Results

Auto/Mate's Mobile Service Consultant shaved two to three minutes off the mobile check-in process. The biggest benefit of implementing the mobile MPI is the extra time the advisors can spend with their customers, which helps to improve customer satisfaction and increase upsells.

The increased efficiencies in the check-in and MPI processes were a contributing factor that helped Price



Auto Group improve the following metrics, measured YTD  
2017 vs. 2016:



## About Auto/Mate

Auto/Mate Dealership Systems is a leading provider of dealership management system (DMS) software to retail automotive dealerships, typically saving dealers thousands of dollars per month from their current provider. Our Automotive Management Productivity Suite (AMPS) is a user-friendly, feature-rich DMS in use by more than 1,200 auto dealers nationwide. Auto/Mate has received DrivingSales Dealer Satisfaction Awards in 2012, 2013, 2014, 2015 and 2016.

Auto/Mate's employees have more than 1,000 years of combined experience working in franchised auto dealerships, the foundation of its "Designed By Car People For Car People™" slogan. Auto/Mate is committed to winning its customers' business each and every month with no long-term contracts and free software upgrades. For more information follow us on Twitter [@AutoMateDMS](#) and subscribe to our blog at [www.automate.com/blog](http://www.automate.com/blog).