

EXPERT RESPONSE TEAM

What is the Expert Response Team?

The Automotive Retail Group Expert Response Team (ERT) brings an ADP Automotive Retail Group application expert directly to your dealership. The ERT Associate will help increase your system utilization and maximize employee effectiveness by focusing on specific DMS@NET applications or job functions within your store.

The Expert Response Team will customize their efforts based on your unique needs. This customized program will enable your employees to make the most of their positions and assist them in increasing their knowledge and productivity levels. In addition, the ERT Associate will outline a customized plan for ongoing training and development in your dealership to help increase system utilization.

How The Expert Response Team Works

- Prior to your scheduled on-site visit, an ERT Associate will work with you remotely to determine your facilities unique training and utilization needs.
- The Expert Response Team will match the skill set of the Associate to the unique needs of your dealership. From Parts, Service, Sales and Accounting to Executive Assistant (EA), Scheduling and Dispatching System (SDS) and networking. You can be assured the Associate assigned to your dealership will be an expert professional dedicated to your facilities unique needs.
- On-site, the ERT Associate will review your retail facilities current processes and help implement DMS@NET “Best Practices”. The “Best Practices” are designed to help increase your system utilization and maximize employee effectiveness.
- Lastly, the ERT Associate will outline a recommended plan for ongoing training and development within your dealership.

Expert Response Team Commitment

The ADP Automotive Retail Group is committed to helping dealers maximize their technology investment and sell more cars, parts and service profitably. This commitment has inspired us to develop the Expert Response Team whereby ADP Automotive Retail Group will partner with you to ensure:

- Dealers are maximizing their DMS@NET utilization
- Dealers are taking full advantage of DMS@NET Training Solutions on an ongoing basis

To learn more about the ADP Automotive Retail Group Expert Response Team, call us at 1-800-345-6337 or email us at adp_argsales@adp.com today to find out more about the Expert Response Team.

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