

Improve Productivity And Profits In Your Service Department

DEALERSHIP AREA

Fixed Operations

ISSUES

Service Department
Productivity

Customer Service

According to NADA the average franchise dealership contains 16 service stalls and completes over 900 repairs each month. Each of these repairs contains information that must be passed from the technician, to the booker, and on to the cashier. And there is the paperwork that must be transferred between the Service and Parts departments. As the Gross Profit contribution of the Service Department becomes more critical, dealerships need a way to better manage their workflow.

Technician Workbench is an electronic repair monitoring systems that streamlines processes and integrates information to enable service advisors to sell more service; technicians to complete more repairs; and bookers to book more lines. Technician Workbench provides complete, up to date, repair order information where and when it is needed allowing Service departments to achieve service excellence, from monitoring the shop to maintaining service history.

For more information on how Technician Workbench can help your improve your Service Department, talk to one of our associates today at (888) 432-6342 or visit us at DealerSuite.com.

Consider these benefits:

- Provides more efficient use of personnel through improved processes and elimination or streamlining of manual tasks
- Improves the repair order process with the ultimate goal of having the invoice ready when the customer arrives for their vehicle
- Better customer experience with improved access to information
- The ability of the service administrator to evaluate the efficiency of the technicians and the shop and the systematic spreading of work evenly throughout the day.
- Integration with ADP DMS and additional applications such as ServicePricing guide increases productivity

Who Can Benefit from Technician Workbench?

- Many Service applications are built for specific dealership process or department size and do not necessarily fit with every dealer workflow configuration. Technician Workbench is designed with the flexibility that will fit any service department configuration and deliver as promised
- For Dealers wishing to improve profitability and CSI