



# Industry: Transportation

Auto Dealership

*An auto dealership selling new and used vehicles and also offering repair and maintenance services.*

## CHALLENGES

Manual and paper processes overwhelmed this auto dealership. Documenting parts/equipment was often inefficient and costly. They wanted to automate and streamline paper-based systems across their entire operation and better manage their inventory. Digital processes would help salespeople better track vehicle stock and simplify the car-buying process for customers. Salespeople would be more productive if they could clock in and out digitally. Service technicians would benefit from being able to more efficiently and accurately document repair and/or maintenance requests and costs.

## SOLUTION

The dealership implemented Encore and digitally transformed paper- and time-consuming processes. They automated their inventory management process using Wireless Forms, which enabled them to notate parts the for a service

job electronically and complete maintenance quicker. Encore's Mobile Timekeeping capability helped their business become more productive, as employees could clock in quicker and reduce downtime and unnecessary (and costly) overtime. GPS Tracking helped salespeople monitor and track positions of their automobiles during test drives.

## BENEFITS

Now, inventory, time-keeping, and other paper-based processes are completed in a fraction of the time, freeing up employees to focus on providing excellent customer service. Instead of keeping track of stacks of physical papers, they complete simplified forms with decision logic, making it easier for staff to register new customers and fill out needed data. Client satisfaction is enhanced during both the purchasing process and service appointments.



### GPS TRACKING

Monitoring vehicles prevents loss.



### WIRELESS FORMS

Streamlined documentation reduces costs.



### MOBILE TIMEKEEPING

Digital timekeeping boosts output.



### INVENTORY MANAGEMENT

Electronic inventory improves efficiency.

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