



Shop Challenge: Controlling the Chaos

A number of inefficiencies at Jimmy's Automotive Center in Asheville, NC, were creating distractions, wasting staff time, and resulting in incomplete inspections. Because of a lack of organization and streamlined shop processes, Jimmy was on a serious losing streak – losing track of appointments, losing upsell opportunities, and quickly losing money.

Shop Success Solution:

Dispatch Work Differently, Digitally, with [Workflow Management by AutoVitals](#) [Digital Vehicle Inspections by AutoVitals](#)

To achieve Jimmy's goal of improved operations, he worked with AutoVitals to introduce a digital workflow tool designed to increase productivity while decreasing staff downtime. Tablet-based communication now keeps information flowing between technicians and service advisors. The advisor is alerted instantly when a job is complete, and can let the customer know by sending a quick text or email.

With his new workflow system in place, Jimmy can:

1. Properly prepare for upcoming appointments
2. Effectively manage the utilization of his bays
3. Track his staff's productivity
4. View customer data at-a-glance

Jimmy's Success Stats:

**DRIVING
PROFITABLE
GROWTH**

\$55
INCREASE IN
ARO

ONE
ADDITIONAL HOUR
OF WORK EVERY
RO

60%
INCREASE IN
WEEKLY REVENUE
IN ONE YEAR