xtime
by Cox Automotive

Define Your Dealership's Service Technology Requirements
with this Comprehensive Checklist

Include the right people. Ask the right questions. Get the right software.

You're looking to make an investment in your service department. You need software to deliver specific things to create a return on that investment. Whether you're purchasing your first service technology platform or you're ready to make a change, use this checklist to get exactly what you need—and what your customers and employees want.

HOW TO USE THE CHECKLIST:

- Section one will help guide your discussion among your internal team so you can answer and consider questions about what is important to you.

- Section two provides critical points to address with any service technology platform you may be considering.

LET'S GET STARTED.

Consider the following during internal talks so you have consensus in your requirements as you evaluate service technology partners for your dealership.

STRUCTURE, CONTRACT & PLANNING

☐ Are we currently under contract with a service technology provider?

☐ If so, what is the contract end date?

☐ How far out do we need to plan to execute a change?

☐ Do the solutions we're evaluating offer contracting terms we are comfortable with?

☐ Do we like the interface and ease of use of our current technology?

INTEGRATION CAPABILITY

☐ What third party vendors do we currently partner with?

☐ If we change our service technology, will it integrate with the third party vendors we still need?

☐ Is there an opportunity to eliminate double data entry?

☐ What OEM integrations do we need to consider?

DATA, ANALYTICS & INSIGHTS

☐ Do we know what customer data we need to access in a new system?

☐ Do we understand what data will be available to any new provider we are considering?

☐ What analytics are most important to benchmark our fixed operations performance?

☐ What insight do we have now, or what insight are we lacking, that a new technology should provide?

PROCESSES & WORKFLOW

☐ Do our current processes and technology help attract and retain talent?

☐ Where could we gain efficiencies?

☐ Do the technology platforms we're considering aid in gaining those efficiencies?

VALUE

☐ What is our current return on investment with our service lane technology?

☐ Will the technology we're considering aid advisors with sales while helping our technicians and the parts department be more productive?

☐ Do the solutions we're considering assign performance managers (at no cost) to make sure we get the largest return on investment possible?

SETUP & IMPLEMENTATION

☐ What change management strategies do we have to deploy a new service technology?

☐ Are we prepared to evaluate and modify existing fixed ops processes as part of deploying new service technology?

☐ What process improvements are we currently evaluating in the service department? How would new technology impact those plans?

TRAINING & SUPPORT

☐ Does our current technology provide ongoing training and support?

☐ Who on our team should manage new technology onboarding and training?

☐ Does the technology we're considering offer on-demand training for refresher courses or instructing new-hires after installation?

☐ Which of the new solutions provide support that is responsive and available right when we need them?

SECTION 02: Vendor Discussions & Evaluation

Discuss the following with any potential new providers, or your existing solution, so you can feel confident in your service technology selection.

STRUCTURE, CONTRACT & PLANNING

☐ Is your solution built on modern technology with a user experience that will be familiar to both employees and customers?

☐ What is your onboarding timeline?

☐ Will we need to plan for annual price increases with your solution?

INTEGRATION CAPABILITY

☐ What are the steps to integrate with our current third party vendors?

☐ Are there integration fees we should be aware of?

DATA, ANALYTICS & INSIGHTS

☐ Is your solution built on cloud-based technology?

☐ Can we access rich data and actionable insight with your platform?

PROCESSES & WORKFLOW

☐ Are the number of users limited on your solution?

☐ Can you help us meet customer expectations like text communication with video and online bill pay?

☐ Will there be visibility into individual team member performance?

☐ How does your tool help us to better manage the efficiency of the shop as a whole?

VALUE

- ☐ Can your solution help us increase profitability in a measurable way?
- ☐ How does your solution align with our business goals?
- ☐ What customer experience improvements should we expect with your technology?

SETUP & IMPLEMENTATION

- ☐ Do you have an onboarding process that has proven to be successful?
- ☐ What change management tools and assistance do you offer?

TRAINING & SUPPORT

- ☐ What is your technology platform's training and support philosophy?
- ☐ Is ongoing training available after installation and onboarding?
- ☐ Is there a fee for new hires to be trained on your solution after onboarding?
- ☐ Will the support available be convenient for us to access as we need help?

Get the technology solution that perfectly fits your service department. To outline your requirements, start by facilitating the right discussion with your team. Then ask the solution providers the right questions so you know they're truly aligned with your goals and can help you maximize your return on investment and provide the right experience for your customers and employees when it's time to make the purchase decision.

Xtime is an end-to-end software service solution that drives customer loyalty and revenue for automotive dealers in each stage of the service process. We do this by providing easy-to-use technology and industry experts that help dealers meet changing customer expectations. We are a committed dealership partner aiding your delivery of the ultimate service experience.

888-463-3888 | INSIDESALES@XTIME.COM | XTIME.COM