

Professional Shop Loading



Technician Dispatching

Ask Yourself...

- ? How much time are your technicians wasting away from their bay when they could be working on a job?
- ? Are you dispatching jobs to the right technicians with the right skills?
- ? Is favoritism causing issues when your jobs are assigned?
- ? Is your CSI suffering because you aren't meeting promise times?

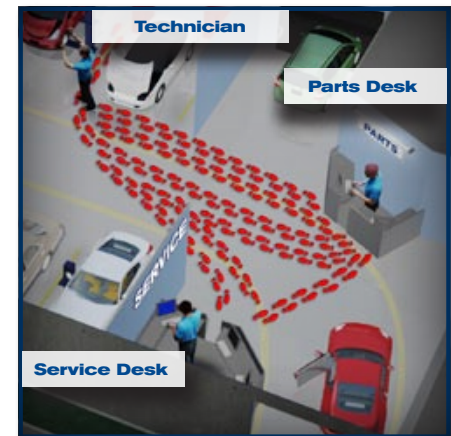
Each service bay has the potential to generate more than \$100,000 in annual work.*

Expect Results

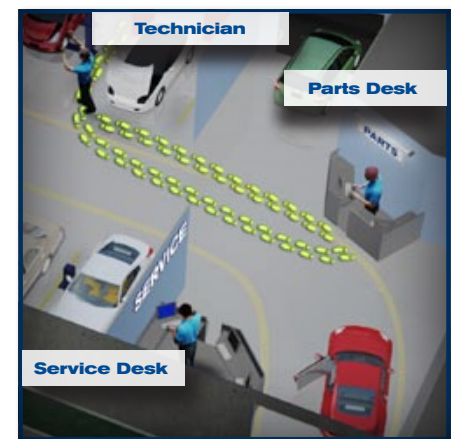
- Book your shop to capacity without overbooking.
- Maximize profits by keeping technicians in their bays.
- Improve shop efficiency by getting the right job to the right technician.
- Increase CSI by meeting customer promise times.
- Eliminate the possibility of greasy, misplaced, or lost paperwork.

*Fixed Ops Magazine, January 2009

Manual Dispatching versus Technician Dispatching



Manual Dispatching



With Technician Dispatching

About Technician Dispatching

Maximize your shop capacity and service more vehicles with a fully automated service scheduling and dispatching application that electronically assigns the right technician to the right job, every time.

Provide accurate promise times.

Stay up-to-date on the status of the vehicle.

View the actual time you spent working on a job.

View the estimated time to complete the job.

View remaining hold time for items on hold.

R	J#	OPERATION	STAT	PR	TECH	DH	DESCRIP.	CWI	EST	ACT	LEFT
6	1	1 01NIZ	WORK	10		4	1 SCHEDULED H C		1.0	0.6	0.4
7	1	2 06NIZ	H-A	10		4	1 COOLING SYS C		0.8		0.8
8	1	3 23NIZ	FIN	10		4	1 REAR SUSPEN C		1.6		
										TOTAL	1.2
15	HOLD TIME-LEFT		14.4	ACTUAL	0.6	DATE	9/23/2010	9:00am	TOTAL HOLDS	0.6	

“The day we started using Technician Dispatching, we ran out of work by 1:00 p.m., even though the shop was booked with as many cars as we could handle under our old system. Our shop capacity has **increased 25%**.”

Mark Bigler
 Fixed Operations Director
 Ken Garff Automotive Group
 Salt Lake City, UT

Highlights

- Assign jobs based on technician skills.
- Receive notifications electronically when parts are ready.
- Communicate between service advisors and technicians electronically with status updates and information on any additional repairs.
- Calculate and provide accurate promise times based on service history.
- Route work orders electronically.

Let Technician Dispatching help you eliminate wasted time and guesswork so you can effectively load your shop to full capacity, meet promise times, and maximize profits.

