

Dealers on Service: Leveraging DIS Technology for Efficiency

What do you like best about DIS Analytics?



I have to say, it has blown our doors off. **We truly did not imagine that we could take the reporting and automate it to the point where you can not only see your data fresh daily, but you can also filter it by division, by department, by technician, by customer—quarterly, monthly...**You can do it all on one screen, and you have access to everything in one location. That's the value of understanding, even as I'm at a conference, what each of my divisions are doing, each of the companies are doing, and I can get a feel for it while I'm away.



Lauren Simkovic

CFO at Thermo King of Pittsburgh on Using DIS Analytics to Centralize Reporting and Identify Opportunities

Can you share an example of how you use DIS Analytics at your dealership?



We got all our service managers and technicians onboard. We do incentivize them on their efficiency numbers and their gross billing. Now, every day, they have an opportunity to see where they are and where they need to be. **It gives them the opportunity to be proactive, not just reactive.** There are different reports that help both technicians and managers to run efficiently and to understand where they are so that they can attain their goals and be incentivized to get the reward.

There are also reports where you can find technicians who are most efficient and least efficient by model. That might bring you to know that this is something they need additional training on.



Lauren Simkovic

CFO at Thermo King of Pittsburgh on Using DIS Analytics to Centralize Reporting and Identify Opportunities

What kind of feedback have you gotten from customers on DIS Notify?



The customers love it. They can receive email messages checking them in: Here's your estimate, and it's time to pick up. They love that. They know what's going on with their units. They don't have to call us and get extra updates because everything's in the email.



Brittany Dinkins

Lead Service Advisor at Thermo King of the Southeast on Using DIS Notify to Make Customer Communications Faster

What's the biggest tangible benefit to you in using DIS Notify?



I can't think of a reason why someone wouldn't want to use it. It's the best form of communication right now. It cuts down on a lot of our phone calls. My office staff are able to continue with daily operations instead of getting interrupted by phone calls [thanks to Notify's] canned messages. It covers everything.



Brittany Dinkins

Lead Service Advisor at Thermo King of the Southeast on Using DIS Notify to Make Customer Communications Faster

Why did you decide you needed a service solutions like DIS Service 360?



We tie up tons of cash in our service department...they control probably 75% of the things that happen in our dealership. Delivery of equipment, 50% of the part sales. We had to do something to get that money to the bottom line and try to satisfy the customer and our technicians better.

Service 360 gave us the mobile application to put in the service technician's hands, so we knew exactly where they were. We could track their time. As soon as they got done with the job, they had the capability of saying, hey, I'm done with this job... It's made a huge difference in our service profitability and satisfaction at the technician level.



Ryan Polete

Process & Systems Manager at H&R Agri-Power on How Service 360 Encourages Productivity and Accountability on His Team

Were there any objections about using DIS Service 360 from your technicians?



The first reaction would be, you guys are watching me...And then once they actually decide—hey, I'm just not going to complain for a couple of days, and they start using it—[they see] it's not a paper copy and then you can show them where the responsibility actually lies...**When they see that they can parse this responsibility out, and the service office has to take some responsibility for productivity, it gets really easy.** Then, they start talking together and working together a little bit better, because they're all after the same goal.



Ryan Polete

Process & Systems Manager at H&R Agri-Power on How Service 360 Encourages Productivity and Accountability on His Team



Maximize Your Dealership's Service Productivity and Profitability

DIS Service 360 is a suite of dealership service productivity tools to automate your entire service department's performance, from job to dispatch to invoice.

Reach out to the DIS sales team to learn more:
Call **1-800-426-8870** or email **sales@discorp.com**