



Quickride



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GMC

# Quickride Helped this Dealership Improve Their Customer Satisfaction Rating by 25%



Old pen and clipboard methods made it difficult for Marvin K Brown Autocenter to keep up with shuttle demands.



## CHALLENGES

### Frustration

Customers were unhappy with their service experience as they faced long wait times and missed shuttles.



### Inefficiency

The dealership team was spending over 40 hours per month scrambling to track down driver and customer schedules.



## SOLUTIONS

Quickride's all-in-one platform saved Marvin K Brown Autocenter time and headaches. Within weeks, the team was fully on-boarded with the platform and customers started to take notice of the improvements.

## RESULTS

# 4/5

Impact

Their shuttle service now has a 4 out of 5 impact rating on their overall customer experience.

# 25%

Customer shuttle service satisfaction has increased by 25 percent since using the platform.

# 1.5

Hours/Day

Quickride saves their team an hour and a half per day in working hours.



"Without question, Quickride has eliminated a lot of the issues we were facing and has had a significant impact on our overall customer satisfaction."

- Greg White, Service Director

# How this dealer increased revenue

# \$ 25,282.68

## annually with this one quick fix!



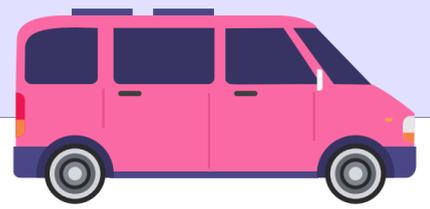
**Mark Toohey**  
3 Way Chevrolet



Before Quickride, we had no idea where our shuttles were and I was constantly interrupted with angry customers demanding to know when they were going to be picked up.

Once we implemented Quickride, I stopped getting customer complaints about the shuttle, I started earning new money from warranty reimbursements and I was saving money on my customer transportation.

Thank you Quickride!



### Mark's Quickride Customer Rating...



### What Mark's Customers Are Saying

"I got a ride home and I got picked up that's what I call real customer service. Thanks!"



"Always greeted with a smile and helped promptly. The ride home and picked up to get my vehicle is beyond expectation. The people at Chevy make me proud to be a Chevy owner!"



"My service advisor was amazing! I felt comfortable, I got a ride home and picked up. Thank you very much it really helps to have a service like yours."

	MAY	JUNE	JULY	AUG
Shuttle driver cost	\$3,500	\$3,500	\$3,500	\$3,500
Reimbursement	\$0	\$1,314.48	\$989.88	\$1,069
lyft Expenses	\$2,256.98	\$1,600	\$1,395	\$1,219
Ride counts	107	456	523	485
Rides per day	4	17	19	18
Monthly ride expenses	\$5,756.89	\$3,758.52	\$3,905.12	\$3,650
<b>Total savings</b>	<b>\$0</b>	<b>\$1,998.37</b>	<b>\$1,851.77</b>	<b>\$2,106.89</b>