

When it comes to helping your service drive thrive... We deliver results.



Looking for a winning formula to help you raise the bar on your service drive results? Backed by numbers that speak volumes, our experienced team of Fixed Operations professionals are ready to help you optimize performance in your service area and provide an exceptional customer experience.

STATS THAT RESONATE.

Dealers who worked with Ally's Fixed Operations professionals saw improvements in the following areas:

Service drive consultation.

\$242K

Increase in Overall Labor and Parts Sales YOY¹

\$153

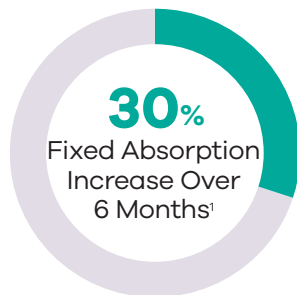
Increase in Customer Pay Labor/Parts per RO¹

\$23K

Increase of CP Labor Sales¹

UP TO \$29

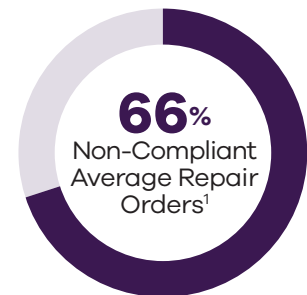
Increase of Effective Labor Rate¹



Warranty consultation.

\$612

Potential Chargeback Per Repair Order¹



Warranty reimbursement.

\$322K

Annual Labor/Parts Increase¹

78%

Average Parts Markup¹

\$26

Average Labor Dollar Increase¹

Why wait, contact an Ally Fixed Operations specialist today!

833-304-2559

fixedops@ally.com

allyfixedops.com

ally do it right.

¹Average results of all dealerships who worked with Ally Fixed Operations consultants across 2022. Actual results may vary by dealer.

We've got the fix for your fixed operations.

Let our team of experts work with your staff to identify your unique needs and help you tailor a customized solution that's designed to help your dealership achieve the following goals:

- Create an exceptional customer experience.
- Increase fixed operations profitability.
- Enhance customer retention and CSI.
- Maintain compliance with warranty requirements, help mitigate risk related to warranty repairs and reduce exposure to warranty chargebacks.

Tools of the trade for every area of your service drive.

Warranty Reimbursement Review – “Warranty like” repair order analysis focusing on increasing warranty labor and/or parts reimbursement rates from the manufacturer.

Financial Statement Analysis – In-depth trend analysis of fixed operations financial statements focusing on sales, gross profit and expense accounts.

Warranty Consultation Services – Warranty expense report and warranty repair order analysis focused on manufacturer compliance and reducing exposure to warranty chargebacks that include technician and management training or audit mitigation.

Fueled-Up Fixed Operations – Best-in-class service management & advisor training includes 5 modules that focus on the customer experience, service drive process, financial & KPI analysis and warranty compliance.

We customize what we do to fit your needs.

WORDS OF WISDOM.

“The single biggest contribution that Ally has made to our business probably comes down to profitability, but the single most impactful contribution that Ally has made to our business is training.”

- Natasha del Barrio
Bert Ogden and Fiesta
Auto Group
McAllen, TX

“Your consultants bring a high level of product knowledge, dedication and commitment ensuring our stores are fully compliant and trained on the ever-changing manufacturer Policies and Procedures. The end product is delivered in an easy-to-understand format that everyone understands and appreciates.”

- Pat Myers
The Boucher Group
Greenfield, WI

“We have had a couple new service advisors start in the past 6 months and [our Ally rep's] knowledge has really helped fine tune everything. He has really helped me grow as a manager and helped me remember information I have forgotten along the way. Highly recommend!”

- Jason White,
Mears Mazda Volvo
Lubbock, TX

Contact your Ally Fixed Operations representative today, toll free at **833-304-2559**, email us at **fixedops@ally.com** or visit **allyfixedops.com**. Our services are available both onsite and remotely.