

when it comes to your **service drive...**

It's essential to be exceptional.

Offering best-in-class training to optimize performance and providing an exceptional customer experience in your service area are at the core of what our Fixed Operations team delivers.

Let our experts work with your team to identify your unique needs and craft a customized solution tailored to your dealership with the goals of:

- **Creating exceptional customer experience**
- **Increasing fixed operations profitability**
- **Enhancing customer retention and CSI**
- **Maintaining compliance, mitigating risks and reducing exposure to warranty chargebacks**

Contact Ally Fixed Operations today, toll free at **(833) 304-2559**, email us at fixedops@ally.com or visit allyfixedops.com. Our services are offered remotely.

tools to help your service drive thrive.

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 statement 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 warranty exposure to chargebacks that include technician & management compliance 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!



the bottom line – our team of skilled specialists have got the fix for your fixed ops, so give us a try!

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

"We hired Ally Fixed Operations Consultants about a year ago. Since then we have been super, super pleased with the job they've done. Our processes have improved and gross profits have improved. It's some of the best money we've ever invested."

- *Mark Milroth*
Crews Chevrolet
North Charleston, SC

"Your consultants bring a high level of product knowledge, dedication and commitment to 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

why wait, **contact** an ally fixed operations specialist today.



(833) 304-2559



fixedops@ally.com



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¹Average results. Actual results may vary by dealer

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results that resonate.

warranty reimbursement reviews:

\$200K

ANNUAL LABOR RATE INCREASE¹

\$220K

ANNUAL PART RATE INCREASE¹

\$380K

ANNUAL LABOR/PART RATE INCREASE COMBINED¹

warranty consultation reviews:

65%

NON-COMPLIANCE AVERAGE REPAIR ORDERS¹

\$511

PER REPAIR ORDER POTENTIAL CHARGEBACK¹

ally
do it right.