

Imagine your dealership

More profitable, more efficient



Paper is expensive to print, store, and manage. Documents are stapled, clipped, shuffled, copied, stained, lost, and filed or found manually. Dealer software may get you some of the benefits of electronic document storage, but you don't own your data and these systems can't store supplemental documents like third-party invoices, mechanic's notes or diagnostic test results. There are also no automated workflows to save staff time and help you reduce expenses.

In the past, American shoppers visited about five dealers before they made a purchase. Today, they visit one or two at most. Thanks to internet research, buyers are informed, competition is fierce, and margins are thin.

You're challenged to keep customers happy and engaged, from providing a top-notch buying experience to maintaining a service department that impresses. There are lots of things you can't control: consumer demand, interest rates, competition from fast oil change outlets and online buying services for cars and trucks. But you can invest in technology that pays you back.

Picture this:

- No filing cabinets.
- No lost documents.
- No wasted time.
- No money spent on preprinted forms.
- More square footage dedicated to enhancing the customer experience.
- Centralized accounting processes that boost efficiency, improve cash flow and increase early payment discounts.



If a part gets recalled, we must find every customer we sold it to and now we can pull up every invoice! We can search by date, invoice number, unit number, even fulltext. I cannot believe how fast we find stuff in DocuWare.

— FRED DEVORE, CO-OWNER
PETERBILT OF WYOMING



There's a better way
With DocuWare, you can:

DocuWare is best-in-class

- Deployed via cloud or on-premises, whichever works best for you.
- High ease of use and fast implementation.
- Start small and scale easily as your dealership grows.
- Extensive experience with digital transformation at over 55 car dealerships throughout the US.

- **Modernize processes** to provide the quick convenient service today's customer expects.
- **Speed up the booking process** in finance and insurance with electronic forms and e-signatures.
- **Share information effortlessly** between departments with digital workflows that ensure nothing gets lost.
- **Automate every step** of the repair order process from the walk-around to the cashier.
- **Improve follow-up** on warranty claim payments.
- **Avoid fines** with secure customer information and set up automated retention schedules.
- **Automate** capture and retention of deal jackets.
- **Search** by customer name, VIN number or any other value to instantly access a complete customer file.

A DocuWare success story

Fletcher Jones Motorcars

Newport Beach, California

The largest Mercedes-Benz dealer in the U.S., Fletcher Jones Motorcars (FJM), has been using DocuWare to store sales documentation and repair orders for over 20 years. Improved access to information allows FJM to provide superior customer service and simplify document management practices, all while reducing costs by over \$40,000 annually.

[Learn more](#)



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