



Mercedes-Benz
of Beverly Hills

Dave:

As you know, we were interested in the WSA back when this was just a concept and as a partner in business we were all looking for the best way to serve our clients. I recall sitting at dinner with your engineer for the tablet and describing what we wanted the screen to do for us. When I saw the working tablet and we made all of the steps for our specific write up procedures, the impact of that was huge. Our hours per repair order came up and the total ticket revenue was positively affected by the change on an average of over \$22 per repair order cp labor. The warranty side with the history at our fingertips is also very helpful in the assist on addressing our Fixed First Visit which is a major initiative with Mercedes-Benz and the dealer as a commitment to fix cars. The VMI is also so well integrated that we can find outstanding recalls and service campaigns so we complete that important part of every client's car to keep it up to date!

The system has been very reliable and the skeptics that we had on staff are now the first ones to react if the system is not available so that to me is the best recommendation when someone who did not see the vision of how unique the WSA solution, is now one of the program's biggest supporters!

With the assistance of the mandatory e/mail field, we have seen our e/mail penetration at an all time high and we both know that is the key to business success in the next decade! Our MB CSI has never been better and the ability to pull all warranty recalls has helped us to achieve a first time pay rate to a very high percentage and the warranty process to as little as 1 to 2 days as an average turnaround time!

To summarize, we recommend all dealers look at this tool as the advantage over the ISP market is now turning back to the dealer and we must maintain the momentum that we have gained and continue to take back the edge that we once had. This tool is setting us apart from other dealers as well as the independent repair market. We look forward to a long and fruitful relationship in the future together as partners!

Cameron Stewart
Parts and Service Director
Mercedes-Benz of Beverly Hills