

A ONECOMMAND **SUCCESSFUL** DEALER

PAIN POINTS:

- Utilize a CRM tool that delivers on its promises
- Increase sales team face time with each customer or prospect
- Increase customer satisfaction
- Enhance follow-up interaction and obtain consistency
- Obtain a less-complicated CRM tool

HOW DID WE HELP?

Signing on to OneCommand's HigherGear CRM solution resulted in:

- Dedicated customer face time with sales personnel
- Improved sales staff follow-up
- Surge in customer satisfaction
- Higher productivity for management team by utilizing CRM reports and desking tools

66%

INCREASE IN
APPOINTMENT
SHOW

52%

INCREASE IN
VEHICLES
SOLD

115%

INCREASE IN
GROSS
PROFIT

81%

INCREASE IN
TOTAL UPs
LOGGED

26%

INCREASE IN
CLOSED
RATIO

* From initial sign-on to present.



“We left a competing CRM tool because their solution did not perform as promised. The simplicity of OneCommand's HigherGear CRM solution is what sold us. It is an easy system that everyone on the team loves to use! It does all the things you would expect from a CRM tool and more. The HigherGear CRM makes it easier for the sales staff to spend more time concentrating on the customers, and the management team finds it easy to manage the sales floor and look up reports. The system works well and it's dependable. I would highly recommend it.”