



CASE STUDY

PAIN POINTS:

- Adopt CRM solution with superior training and support
- Boost customer satisfaction and retention rates
- Utilize an easy-to-use CRM tool
- Increase sales gross and units sold

HOW DID WE HELP?

Signing on to the OneCommand HigherGear solution resulted in:

- Increase in owner loyalty and retention ratios
- Boost in sales team productivity
- Surge in units sold
- Outstanding training and support for CRM solution

STATISTICS TO SHOWCASE

94%

INCREASE IN
APPOINTMENT
SHOW RATIO

25%

INCREASE
IN CLOSED
RATIO

53%

INCREASE
IN VEHICLES
SOLD

BILL LYNCH
President



"We have used OneCommand's HigherGear CRM solution for more than 10 years. The professionalism of the entire OneCommand HigherGear staff is amazing and their 24/7 support and training have been great assets for our salespeople. The CRM system keeps everyone accountable and organized, plus it's ease of use is top notch."