



Owner Retention
Experience



CASE STUDY

PAIN POINTS

- Communicate current service specials
- Increase sales and RO counts
- Boost customer satisfaction

HOW DID WE HELP?

Enrolling in Kia Owner Retention Experience resulted in:

- Increase in RO count and new vehicle sales
- Improved customer satisfaction and response rates
- Increased connection with customers and prospects through a multi-channel approach

THE RESULTS

14%

INCREASE IN
RO COUNT

33%

INCREASE IN
SERVICE REVENUE

39%

INCREASE IN
VEHICLE SALES

 **Hanson Kia**

Olympia, WA

TAMMY HANSON

Customer
Relations Manager

“We have about doubled our customer pay repair orders since signing up with the Kia Owner Retention Experience (KORE) Program powered by OneCommand. I would highly recommend the KORE Program to generate more customer pay ROs, new car sales, and highly satisfied customers. I have had a fabulous experience with the KORE Program and everyone at OneCommand is very professional and helpful.”

To Learn More or to Enroll Today, Call 877.334.9119 or Visit www.KOREProgram.com