2019 FALL CUSTOMER SUCCESS REPORT

AUTO BODY & REPAIR SOFTWARE CATEGORY
Auto body & repair software offers tools that can be used by automotive technicians to manage office tasks and car repair processes. Car service businesses like collision repair, inspection, and body shop firms can utilize this solution to manage vehicle databases and monitor information such as job estimates, maintenance schedules, repair history, various diagnostics, ordering parts, and repair mapping.

Managers can use this platform to organize and communicate with their employees. Auto repair solutions offer features for or integrate with programs that manage inventory, accounting, and billing. Drivers can leverage this application to estimate the expenses for personal car repairs and obtain quotes from mechanics.
Customer Success Report
Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings. The overall Customer Success ranking is a weighted average based on 3 parts:

Content Score is affected by:
1. Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
2. Customer reference rating score
3. Year-over-year change in amount of customer references on FeaturedCustomers platform
4. Total # of profile views on FeaturedCustomers platform
5. Total # of customer reference views on FeaturedCustomers platform

Market Presence Score is affected by:
1. Social media followers including LinkedIn, Twitter, & Facebook
2. Vendor momentum based on web traffic and search trends
3. Organic SEO key term rankings
4. Company presence including # of press mentions

Company Score is affected by:
1. Total # of employees (based on social media and public resources)
2. Year-over-year change in # of employees over past 12 months
3. Glassdoor ranking
4. Venture capital raised

Customer Success Report
Award Levels

Market Leader
Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.

Top Performer
Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.

Rising Star
Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.
2019 Customer Success Awards
Check out this list of the highest rated Auto Body & Repair Software software based on the FeaturedCustomers Customer Success Report.

Market Leaders
AMS
AutoServe
Mitchell

Top Performers
Nexsys Collision
scott systems

Rising Stars
Andreoli Software
FASTTRAK
GEM-CAR
OVERALL BEST
OF AUTO BODY & REPAIR SOFTWARE

BEST IN CATEGORY

Mitchell1
ABOUT MITCHELL 1

Mitchell 1 provides premium automotive repair software for professional auto care shops. They started almost 100 years ago with technical information about auto repairs and branched out to offer complete solutions to help you manage your auto repair shop efficiently and profitably. From repair information to shop management software to marketing services, they've got you covered with industry-leading packages designed for independent auto repair businesses.

"The Google Ads service from SocialCRM is working very well for our smog business. When people type in ‘smog’ near me, we’re coming up, and we’ve seen a significant increase in business. It’s working and has been cost effective. We’re very happy with the service and recommend Mitchell 1."

Tom & Donna Grady
Redhawk Auto Service

"In just a few years, we’ve been able to increase the number of customer reviews from a couple dozen total to over 290 positive reviews. And these reviews stay where they can be seen. The SocialCRM service makes it so much easier for happy customers to post a review, so more of them are taking the time to share their positive experiences."

Mary Button
Co-Owner, AJ Foreign Auto

"Whether you’re a single bay or 12-bay shop, you can use Manager SE to go as deep as you need, or just use the features on the surface. With Manager SE, I have my thumb on the pulse of the repair from beginning to end. Being able to order parts online is a huge time saver and managing parts so much more efficiently helps us be more profitable."

Ric Morin
Owner, Motorcar Alternatives

"ProDemand saves me a lot of time and effort — it’s awesome. I can quickly find the information I need to write my estimates with accurate labor times and parts pricing. Our techs use the repair information and wiring diagrams, and everything is right there where they need it. Searching in ProDemand is self-explanatory, so it’s easy to find component..."

Chuck Cercone
Co-Owner, Fox’s Automotive Service & Repair
ABOUT AUTOSERVE1

AutoServe1 provides a customer-centric workflow to allow dealerships & aftermarket service repair shops to communicate with their customers using actual photos of problem parts, educational animations, and real-time communication with remote customers. This helps auto service centers increase sales per vehicle-visit by more clearly explaining the benefits of repairs required on a customer’s vehicle and mitigating the lack of trust. It also facilitates faster decisions, improves work flows, and decreases costs from traditional paper-based inspections.

“The difference with AutoServe1 is that before, people might have ignored repair recommendations. Now they can see a picture and understand that it’s serious.”

Cody Kerklin
Technician, D & R Intensive Car Care

“With AutoServe1 our customers see what the technicians see and can be involved in the process of choosing the repairs for their vehicle. I don’t have to sell them. They tell us which jobs they want to get done. Using AutoServe1 integrated with both my Hunter alignment gear and my shop management system, Protractor, my average ticket price went...

Alan Beech
Owner, Beech Motorworks

“Our professional customer reports with pictures deliver great wow factor and make it so much easier to build trust and stronger client relationships. It’s one thing to find all the work a vehicle needs – it’s another for my customers to actually understand what we’re recommending. Since using AutoServe1, our ARO is up 17% and my team and customers love it.”

Dave Erb
Owner, Dave’s Ultimate Automotive

“We have been with AutoServe1 for over 3 years and our business has grown a lot with the help of AutoServe1. They have listened to what we need from them and are always looking to make the product better for us while always keeping the customer #1.”

Bryan Gossel
President, BG Automotive
ABOUT AUTOMOTIVE MANAGEMENT SOLUTIONS

Automotive Management Solution's goal is to help your shop become more successful than ever imagined, using the best available shop management system on the market supported by unrivaled, hands-on customer service and training. Automotive Management Solutions helps turn your R.O. Writer software into a road map for success. You will have a team of experts on your side, committed to helping you grow your business profitably and efficiently. They'll be with you every step of the way to make sure your transition to R.O. Writer goes as smoothly as possible.

"This is an awesome system that actually does everything as advertised. It actually pays for itself in time saved as well as increased profit margins and better inventory control. I was kinda skeptical at first but am a true believer in R.O. Writer now!"

Rick Kelso
President, Rick's Car Care Inc

"We have been on R.O. Writer for almost 2 years now. This is the most efficient and easy to use software there is. From your daily counter use to profit reports it will do it all. So happy we chose this software for our shop. And if you have any questions the help line is only a phone call away."

Billy Lackey
Southern Wheel

"I tried several shop management softwares and R.O. Writer suits my application perfectly. R.O. Writer works like my old handwritten forms, parts on one side and labor on the other. With Smart eCat, I can look up parts, order parts from my selected parts store and post to R.O. from [the] same page. Labor time can also be looked up and posted to R.O. from...

Reggie Denney
Founder and Owner, Reggie Denney Auto Repair

"This program has changed my shop in so many ways. The ease of use for myself and my technicians is amazing. The program has sped up the cycle of building estimates, turning jobs and has prevented several ordering errors. I am always trying to find that "easy button" - well, I found it! The support is outstanding; they are always glad to help. When...

Nathan Evans
Owner/Operator, Auto Wholesale Tire and Service
2019 TOP PERFORMERS

Nexsysis Collision
AUTO BODY REPAIR MANAGEMENT TECHNOLOGY

scott systems
ABOUT NEXSYIS COLLISION

Nexsyis Collision is the preferred auto body management system for collision repair industry leaders. Customers of Nexsyis Collision consistently experience maximized profit margins, faster cycle times, and perfect CSI scores. Nexsyis Collision allows you to better leverage your operational and overhead resources, allowing fewer employees to accomplish more in a shorter amount of time. They believe that good technology is the key to helping collision repair providers remain independent and competitive in an ever-changing and demanding market.

"Customer service is always quick to respond. For myself, I find the software easy to use. Spending many years in the collision repair industry and using other collision repair facility software, I can’t imagine managing my business without Nex.”

Tim Wilkerson
Director of Operations, Dent Concepts

"Nexsyis has definitely been a key component to our success at Church Brothers Collision Repair. Nexsyis provides real-time access to both store and company level activities enabling us to make good decisions without creating an overhead structure that we can’t sustain. I am not sure how some large MSOs survive with the other systems in the..."

Ted McClintic
President, Church Brothers Collision

"Nexsyis is the perfect solution if you are an MSO or are running a mid to large size body shop. We have used three other management systems in the past 25 years and Nexsyis beats every one of them hands down. The reporting capabilities are outstanding and the marketing aspects and collective data are second to none. I use the marketing reports to assist..."

Craig Camacho
3D Auto Body & Collision Centers

"This software provides visibility, transparency, accountability and productivity all in real time!!!! It allows us to make adjustments on the fly and change the course of a current month. It offers unmatched visibility, allowing the Multi-Shop Operator to assist and support locations without having to physically be there. Nexsyis eliminates the duplicate work of..."

David Keller
Husteads Auto Body
ABOUT SCOTT SYSTEMS

Scott Systems is a group of professionals with extensive background in the automotive aftermarket, service repair, and computer industries. Scott Systems sees the automotive repair marketplace changing. They supply computer software, supplies, server hosting and support services for the auto repair industry. Their systems and services are based primarily on internally developed software and in-depth industry knowledge.

Customer references from happy Scott Systems users

13

"It's everything that you would want - the software is very user-friendly, we get all the reports we could need, and the support staff is so helpful - nothing else can compare."
Sandy Faull
Truckland, Inc.

"Really efficient in what it does - everything you need it to do with simplicity. Entering data and looking up information - it works really well. Has a lot of benefits, I love it!"
David Marotta
Viking Automotive

"MaxxTraxx Pro CE is a great system and the switch over conversion was very easy to deal with. MaxxTraxx will be a walk in the park, especially if you already understand and know how to operate any other Windows-based program. I love it, it gets me all the reports I need plus way more. Much much more than MotorTraxx."
Niko
Charlie’s Foreign

"Software works really well [and] support is awesome - they can fix anything! Easy to learn and anyone in the business can understand it, mechanics to office people."
Sheila Workman
Tech Masters
2019 RISING STARS

- Andreoli Software
- FastTrak
- Gem-Car
ABOUT ANDREOLI SOFTWARE
Andreoli Software provides business software solutions to the retail, commercial, and wholesale tire & auto service industry.

23
Customer references from happy Andreoli Software users

VIEW ALL REFERENCES

"With 3 warehouses, keeping track of inventory and receivables is critical. The software’s credit management capabilities enable us to efficiently manage receivables and our dealers really like having real-time access to our inventory and the ability to order on-line."
Cindy
Bookkeeper, Jones Interstate Tire

"When we started using Andreoli’s software we had two stores. We are now getting ready to add our 10th store. We attribute a large part of our success to having good technology in place. BPOS has helped facilitate our growth and the support team is fantastic!"
Russ
Manager, Griffin Brothers Tire

"Andreoli provided us with customizations that enable our billing department to process internal invoices and statements for our more than 200 service centers. They go above and beyond the call."
Vickie
Manager, WW Tire (Division of Waste Management)

"The ability to access customer data, inventory data, and accounts receivable across all 6 of our retail locations is huge. HITS BPOS helps us operate all our stores on the same page without needing local servers. Being hosted also gives us peace of mind that our data is safe and automatically backed up. We also use HITS Tirelink for our distribution center."
Don
Manager, Alyeska Tire
ABOUT FASTTRAK AUTO SHOP MANAGEMENT SYSTEMS

FastTrak Auto Shop Manager supports your efforts to develop customer loyalty that transcends the life of a single vehicle. They welcome your input and then they act based on your suggestions. From system architecture to smallest level of operational detail, FastTrak has been built based on input from Auto Service Pros.

“The extensiveness of the program is great. I like that the technicians can input data that the service advisors cannot edit or delete internally but can re-write in another section for the customers to see. How to track warranty repairs, the reporting, quotes to appointments to repair orders is all seamless.”

Mackenzie Hoffman
Advanced Autowerks

“FastTrak is a very well thought out system with lots of smart features that allow documentation of the process from cold call wanting pricing to appointments, estimates, invoicing and all the canned jobs and parts that go with it. It has great real world time saving features, job flow management capable of supporting shops with multiple service writers…

Bruce Powers
Autowerkes

“FastTrak Tire Shop Manager has raised the level of professionalism at our shop. We are able to quote a set of tires in seconds and offer alternatives at the same time. FastTrak’s tire quote screen makes even staggered fitments easier. We are able to accurately find front and rear fitments by brand with just a click of the mouse.”

Paul Dickerson
Fountain Valley Tire and Auto

“Our shop has been computerized since 1985 and FastTrak’s recent entry into the market has proven that there is a better mouse trap. I would consider our shop to be a power user of the FastTrak program. We have proven mathematically that our entire team makes a better living by using the systems incorporated into FastTrak.”

John Gustafson
Gustafson Brothers
ABOUT GEM-CAR

GEM-CAR is an easy to master Auto Repair Shop Management System (SMS), a software designed for the automotive, fleet, boat, bike, and truck & tire industries. When choosing to implement GEM-CAR software in your business, you actually cross an important threshold in your commitment towards your customers, your staff and your business.

"GEM-CAR’s simple yet detailed invoice allows us to present and justify to our customers all the parts and labour for each repair or procedure."

Bernard Poisson
The Specialist, Garage Bernard Poisson

"Before using GEM-CAR, I used to spend about 4 hours a week on billing. Now it only takes a few minutes."

Sebastian Laflamme
Owner, Garage Laflamme

"I enjoy the flexibility of GEM-CAR and the real-time access to the Uni-Select pricing and inventory. The large simple icons and user friendliness make the End of Day procedure a simple click and finding mistakes a quick and easy task."

Steve Poulin
Grenier Poulin Garage

"I like GEM-CAR because it is truly user friendly and having the customer history makes me more efficient. I also like the fact that I own the software!"

Louis-Martin Pedneault
Owner, Mecanic Center Services