

Your Best Technicians Shouldn't Spend Their Days Looking for Cars and Keys



***How visibility gaps quietly
slow down your fixed ops***

Every service department has moments where work slows down for reasons that feel surprisingly difficult to solve.

A technician is ready for the next RO, but the vehicle is not where it should be. The keys were moved after wash, recon or staging. A vehicle sits longer than expected in a process step while an advisor waits for an update that never comes.



So the team starts searching. A technician waits or walks the lot instead of doing what you're paying them to do. An advisor tracks down updates, or a manager steps in to resolve issues that should have been visible much earlier.

Individually, those moments feel small. Across an entire dealership, they create a constant operational drag that slows throughput, interrupts workflows and impacts the customer experience.



That is the challenge FIXEDOPS360 is designed to solve.

The problem isn't effort — it's visibility

Most service departments are already working hard; technicians, advisors, porters and managers are usually in constant motion.

The problem is that visibility inside the operation often is fragmented.

Information lives across the DMS, on whiteboards, in texts, through verbal updates, and in an individual's memory. As your shop's volume increases, keeping track of it all becomes increasingly difficult. Your entire department stays busy, but that's not the same thing as being efficient.

A new level of operational intelligence

FixedOps 360 gives dealerships real-time visibility into the assets and workflows that keep service operations moving smoothly. Built on TrueSpot's location intelligence platform, the system helps teams locate vehicles, keys, dealer plates and other assets across the dealership while also creating greater visibility into operational flow.

With this level of location intelligence at their disposal, managers can identify:

- **Fumbled handoffs between departments.**
- **How often vehicles sit too long in a process stage.**
- **Places where workflow bottlenecks form — as they happen.**
- **Signs that indicate operational slowdowns — before they become larger problems.**

The goal is not simply tracking assets. **FixedOps 360** helps dealerships reduce friction, improve workflow and create more efficient operations.

CONCLUSION

A more connected operation, a more efficient dealership

Most dealerships already have talented people and strong teams. What many lack is operational clarity.

Your best technicians should not spend their day looking for cars and keys. They should be doing the work only they can do.

Improved operational visibility makes this possible, and it helps managers spend less time reacting to problems while departments work together more efficiently.

The result is a **more effective team that drives higher customer satisfaction.**



"The difference with **TrueSpot** was immediate and truly night and day. We've eliminated the long vehicle searches that once left customers waiting 15 to 45 minutes, saving our team a tremendous amount of time and frustration. Instead of hunting for cars, our employees can focus on serving customers and keeping the service drive running efficiently."

– **Diana DeGarmo, Service Director, Austin Subaru**