

On the Record

Mark Bigler On Making Business Better

**“Our Shop Capacity
Has Increased 25%.”**

Mark Bigler

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“Eliminating paper RO’s and automatically assigning jobs based on skill and availability with Technician Dispatching allows our technicians to work more productively. We minimize stress for our customers by getting their vehicles in and out of service quickly and giving accurate promise times. When more time is needed, the system alerts us so we can easily notify the customer. We’ve greatly increased our customer satisfaction, effective labor rate, and hours per RO.”

**MAKING
BUSINESS
BETTER.**



MARK BIGLER, SERVICE OPERATIONS DIRECTOR
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Be the Boss. Demand Reynolds.

To hear more about Ken Garff Automotive Group, visit www.reyrey.com/MakingBusinessBetter

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