

neuron

> Service Performance

Gain Insights and Improve Service Performance

CDK Neuron Service Performance helps both automotive manufacturers and dealers improve revenue opportunities and customer service by turning service appointment data into actionable KPIs on a simple dashboard.



CONNECT AND CORRELATE DATA

Advanced analytics identify the dependencies and trends in each store's full dataset.



PRESCRIBE RECOMMENDATIONS

Recommended metrics are delivered as easy-tounderstand visualizations.



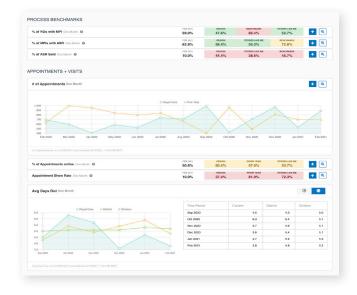
DRIVE ACCOUNTABLE ACTIONS

Turn data into action to solve business problems.

Service Performance is a solution designed to provide accurate, actionable data that can be used with simple dashboard and workflow tools. OEM field teams and dealers can now quickly identify root causes and take actionable steps to drive profitability.

For auto manufacturers or OEMs, Service Performance provides a unified view of an OEM's certified program, including an easy-to-use snapshot of program participation and status at each dealer.

For auto dealers, Service Performance provides a holistic view of the customer experience — from the appointment through the closed repair order — and then uses that data to help teams capture revenue opportunities.



CONNECTIONS THAT MOVE YOU

Improve KPIs That Drive Profitable Service

Dealer and OEM team collaboration is key to improving dealer service operations and performance.

Appointments to Visits					
% of Appointments online One Month	705 2021 50.6%	53.3%	57.0%	STORES LIKE ME 53.7%	+
Appointment Show Rate One Month	FEB 2021 10.0%	30.8%	81.0%	STORES LIKE ME 72.3%	+
Opportunity: If Appointment Show Rate improved to Stores Like Me a Suggested Best Practice: Review appointment reminder set up.	verage, 87 more repair orders	and \$23,925 would	be generated.		
Missed Opportunity - Appointment Show Rate			\$23,925		
				_	
Visits to Inspections		DISTRICT	PROBYEAR	STORES LICE ME	
% of ROs with MPI One Month	59.0%	60.3%	86.0%	52.7%	+
% of MPIs with ASR One Month O	F88 2021 62.6%	DISTRICT 56.3%	63.0%	STORES LIKE ME 54.3%	+
Opportunity: MPI performance is good. Suggested Best Practice: Verify Service Advisors are approving tech	MPIs.				
Missed Opportunity - % of ROs with MPI		\$0			
Inspections to Recommendations					
Inspections to Recommendations Avg ASR \$ per MPI Creations	FEB 2021 \$367.78	октист \$382.63	PHON YEAR \$342.00	STORES LIKE ME \$512.62	•
	\$367.78	\$382.63			•
Avg ASR \$ per MPI One Month @ Opportunity: II average ASRs increased to Stores Like Me average, s	\$367.78	\$382.63			•
Ang ASR 5 per MPI One Month O Opportunity: If average ASRs increased to Stores Like Me average, s Suggested Best Practice: Review MPI categories.	\$367.78	\$382.63	\$342.00		• (
Arg ASR 5 per MPF Ox Norm 0 Opportunity: If swenzek ASR increased to Stores Like Me average, a Suggested Best Practice: Review MPF categories. Missed Opportunity - Arg ASR per MPI	\$367.78	\$382.63	\$342.00		•
Arg ASR Spr MPI On term 0 Opportunity: If average ASRs increased to Stores Like Me average, a Suggested Best Practice: Review MPI categories. Missed Opportunity - Arg ASR per MPI Recommendations to Sales	\$367.78 ervice revenue would increase	\$382.63 \$12.615.	\$342.00 \$12,615	\$512.62 STORES LIKE ME	

Service Performance Dashboard Modules

Dashboard tools analyze data sets looking for trends, behaviors, and patterns, and turns this intelligence into simple, actionable insights that allow you to identify the root cause of problems and develop action plans to solve them.



INSIGHTS

Get a single source of truth infused with Neuron's advanced analytics



RESOURCES

Share and comment on files, documents, and reports visible between dealership and manufacturer



COMMUNITY

Connect stores to share peer-to-peer best practices for enhanced collaboration and recommendations from other key players in your network "Great information at your fingertips. The ability to compare our store to the district and region has been very helpful information."

Dennis Carlin Chief Operations Officer All Star Automotive Group

ABOUT CDK GLOBAL

CDK Global is a pioneer in automotive retail with decades of experience in data curation, analytics and artificial intelligence. Our Neuron intelligence engine is curating data that flows through CDK products and the third-party applications that connect to them. We're proud to be serving nearly 15,000 dealer retail locations in North America today

CONNECTIONS THAT MOVE YOU