CDK 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-to-understand visualizations.

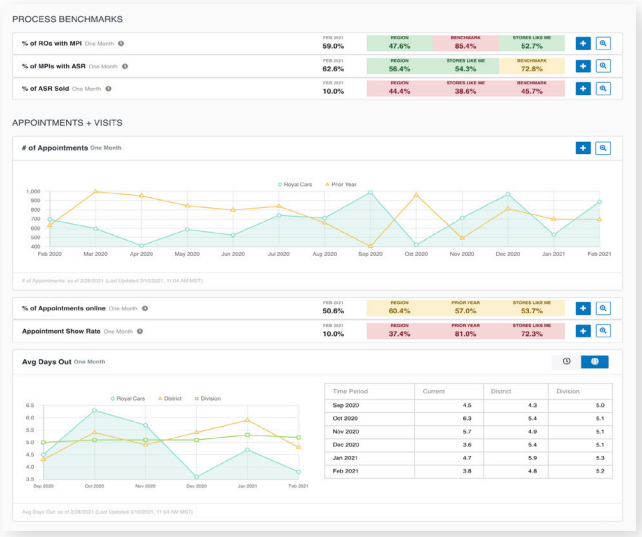
DRIVE ACCOUNTABLE ACTIONS

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.



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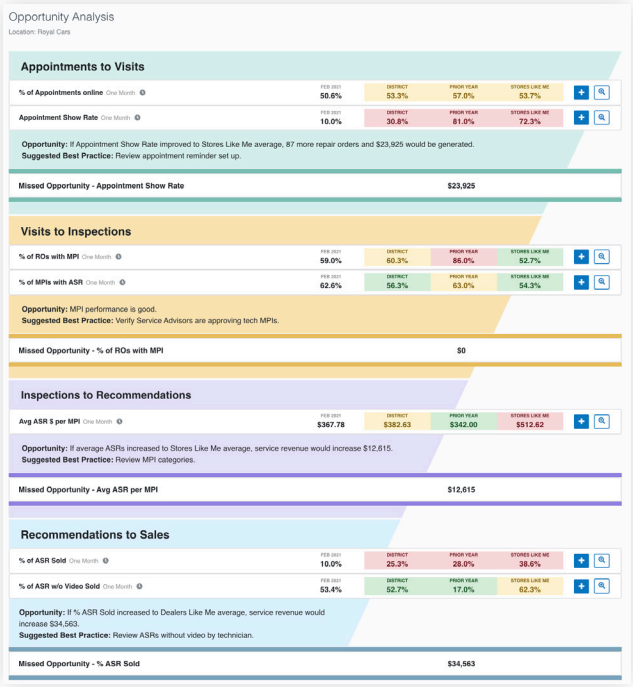
Improve KPIs That Drive Profitable Service

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



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

Intelligence / Digital Sales / CRM / F&I / Fixed Operations / DMS / IT Solutions

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