

GEM-CAR TESTIMONIAL



Switching my shop management software was a key component to our success at Eldon Ingram Limited in Stratford. When

the doors open on Monday morning and clients walk through the front door, you must have a shop management system that provides an efficient way to manage your business and your client's needs. There are many different operating systems on the market that allow you to create an invoice, but GEM-CAR gives me the necessary tools to run my business and has the **flexibility** to let me manage my business my way!

Over the last three years we have utilized the tools the GEM-CAR software provides, it allows us the ability to measure and manage our business efficiently. **It provides us the necessary numbers and information to make changes in how we deal with our clients, technicians and part suppliers.**

After implementing the tools provided in the GEM-CAR software we have seen an increase in gross sales of **14% in 2013 to 2014**, and **12% in 2014 to 2015**. Our average **work order** size has increased **27%** and our average sold hours per work order has **increased 0 .3** hrs per invoice well maintaining a **47% parts gross profit**.

Having the ability to access and analyze reports on a daily basis has allowed me to make drastic changes with total confidence that directly affects the company's bottom line. The program has helped us increasing net profit well maintaining an extremely high level of professionalism and client service.

Understanding what parts to stock, managing parts cores and ordering parts online is a big part of my business and very time consuming. **GEM-CAR has exceeded all our expectations with the click of a button, allowing my staff to focus on what matters most, THE CLIENT!**

Rob Ingram

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Third Generation Automotive Repair and Maintenance Facility Owner

