

## The Future of workshops is digital

Whether communicating externally with customers or internally with your team, the digital age affords aftermarket workshops greater opportunity to increase performance and profitability.

With more information at their fingertips, modern workshops will become more competitive by providing customers answers to queries when they call and not having to worry about call-backs or follow-ups. Having the information at hand to convert the caller to a customer will be key, by ensuring that the customer has all the answers in one call.

Just in time delivery has also changed how workshops operate, reducing the amount of stock carried, even though the range of parts required for vehicles has increased significantly.

Being able to locate stock and know it is available to suit customer expectations allows for increased productivity in the workshop. Time is not wasted with vehicles on hoist or staying overnight because parts were not available when the job was booked.

Digital systems can also assist workshops internally, helping to find information faster than ever before, increasing workshop performance and efficiency. Every activity in the workshop takes time, whether ordering alternators, clearing codes, finding parts or stamping logbooks. The faster a workshop can find information, the sooner they can return to profitable work.

Without accurate, timely information, workshops are at a disadvantage before a spanner has been lifted or the key turned in an ignition barrel. It is only by supporting a change that all workshops can benefit as we move into the future.

## Saving Time: A workshops most valuable resource

Time is now the world's most precious resource. People are more time poor than ever before and productivity is key to any profitable business. Repco and Appco's suite of Digital Workshop Solutions will ensure that any workshop can maximise productivity and in return profit.

For a workshop, this can mean fitting more jobs into the same day, increasing income with less expense. It can mean completing paper work during the day, on the spot and not taking time away from family and friends working late into the night after business hours.

Repco has designed multiple workshop solutions to save time and increase customer engagement for any size of workshop in the New Zealand aftermarket. With these programs, workshops have simple ways to improve efficiencies, reinvesting the saved time in to what is most important.

