



MSX Mobile Service



## MSX Mobile Service: Empowering a new era of automotive dealerships

As our world grows ever more connected, we're evolving beyond traditional transportation and mobility, crafting individually tailored experiences that are accessible anytime, anywhere. In response to the common dealership challenges, MSX Mobile Service suite offers innovative solutions that are designed for the future of automotive dealerships.

MSX Mobile Service is driving change. Recognizing the rising demand for convenience and real-time interaction during vehicle maintenance and repair, we provide a dynamic strategy that transforms these challenges into opportunities. Whether it's navigating understaffing issues, improving turnaround times, or bridging the communication gap with customers, our Mobile Service suite helps create a business that's future proof and profitable.



## Unlock success with MSX

### Our suite is designed to:

- **Uplift Customer Satisfaction Index (CSI):** Propel customer relations with smooth, individualized interactions.
- **Amplify revenue per Repair Order (RO):** Maximize profitability without compromising service quality through efficient operations.
- **Promote 60-day dealership returns:** Mobile Multipoint Inspections (MPIs) encourage repeated customer visits for additional services.
- **Nurture customer loyalty:** Implement robust strategies for customer acquisition, retention, and re-engagement.
- **Expand revenue opportunities:** Diversify your income avenues with innovative service offerings.
- **Foster technician growth:** Empower your team members by enriching career opportunities.
- **Expand capacity:** Strategically manage workloads to meet service demand effectively.

## Mapping your Mobile Service journey

MSX works with you to architect an impactful Mobile Service strategy, focusing on enhancing customer engagement, defining tangible success metrics, and carving out your unique value proposition. Our suite encompasses:

- **Strategic Personnel Decisions:** Make data-driven decisions on team structuring, facilitated by the provision of a dedicated Mobile Service Coordinator/BDC Rep.
- **End-to-End Training:** Comprehensive training programs to ensure all team members excel in Mobile Service operations and customer experience management.
- **Seamless Technological Integration Planning:** Smooth technology implementation for appointment scheduling, route optimization, and repair order processing.
- **Guided Regulatory Compliance:** Navigate local and state laws and ordinances effortlessly, keeping your operations in line with regulations.



## Innovation at the core

Through our dynamic innovation incubator, we're continuously refining and evolving. Our data-driven methodologies align dealership engagements with your business objectives, crafting successful program models.

## Elevate your journey with MSX

MSX is more than a service provider - we are your co-creator, standing by to help you initiate, manage, and scale your Mobile Service operations. Equipped with an advanced suite of tools, such as a **Customizable Business Model Calculator, ROI and Break-Even Calculator, and Service Analytics**, we provide you with the information needed to help you make effective and informed business decisions.

We are prepared to assist you in constructing an impactful Mobile Service strategy, considering key factors such as customer engagement, metrics of success, and the impact you aim to have.

Align with MSX, and together, we can elevate your dealership into a prosperous future, transforming the landscape of automotive services.



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**Get in touch today**

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