



## Case Study

Larry's AutoWorks  
Mountain View, CA

### Sales Double, Productivity Increases, Teamwork Improves and Employee Satisfaction Rises With QuickTrac™

*"QuickTrac makes it easier for me to manage the work and determine how things are going in the shop. Knowing where I am in relation to the shop goals and my personal goals keeps me motivated and on track. I love being able to input my sales and see my graph and the shop numbers grow. Personal satisfaction comes from knowing that you are hitting the numbers and getting it done"*

Rick Housholder  
Lead Service Advisor

*"Having employees aware of their results changes communication from fault finding to coaching. This change results in employees viewing their relationship to management as a partnership instead of adversarial. This has greatly improved my feelings for my role as owner"*

Larry Moore  
Owner

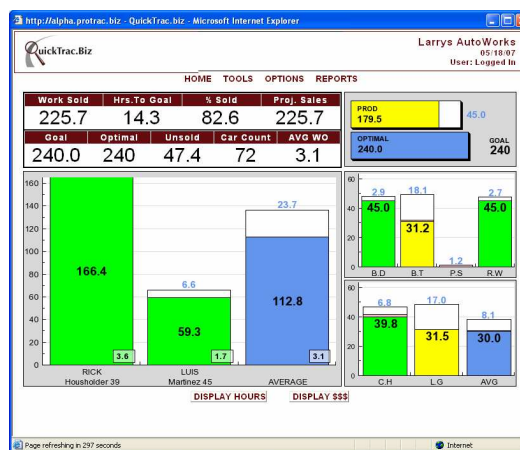
*"Being able to see where I am motivates me to do more, especially when I'm behind. Seeing my graph in the green gives me the satisfaction of knowing I am doing a great job. QuickTrac helped me become a top performer"*

Bailey Tai  
ASE Certified Technician

The QuickTrac™ management tool uniquely delivers critical business intelligence in real-time for the automotive service industry by translating knowledge from business processes into key performance indicators. Advisors, key decision makers and other employees need accurate and timely management data for increased productivity and profitability, to achieve and exceed performance goals, and to see and act upon timely client business information essential to providing winning leadership. Designed by shop owners, the low cost of ownership and ease of installation quickly provides valuable insight leading to managing the business more effectively.

#### About Larry's AutoWorks

Founded in 1972 Larry's AutoWorks is a family owned, team operated, 13,500 square foot automotive service and repair facility located in Mountain View, CA. Larry's AutoWorks has grown over the years into a \$2,500,000 business with a goal to reach \$4,000,000 in sales by 2010. In 2006 Larry's AutoWorks was picked as one of the top ten businesses by *MotorAge*, the leading automotive market industry magazine, and also by *CarQuest™*, one of the top parts suppliers to the industry. Larry's AutoWorks has also been voted the #1 shop in the Mountain View area for 5 years by the readers of the Mountain View Voice, the local newspaper.



Manage your business  
by the numbers  
and watch it thrive

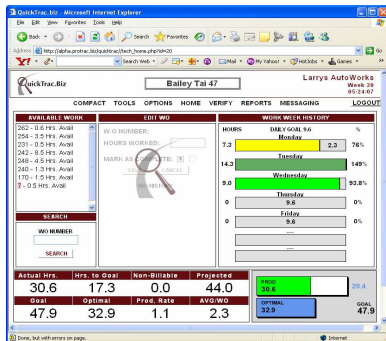


## Case Study

Larry's AutoWorks  
Mountain View, CA

*"Having employees see their performance as it happens creates an atmosphere of individual incentive and teamwork. This frees up my time and allows me to focus on other opportunities that might otherwise be overlooked. The ability to see business performance from anywhere makes it possible for me to spend more time with my family 1,200 miles away."*

Cecil J Bullard  
General Manager



### The Challenge

Like any auto shop, Larry's AutoWorks is faced with the challenge of maintaining profitability in an extremely competitive and fragmented industry. Other challenges are attracting and keeping top talent to create high performing teams while managing performance and productivity with a very diverse staff. Conventional methods of tracking performance and business key numbers include: white boards, Excel spread sheets, timesheets, profit and loss statements and point of sale reports. However, these conventional methods and accounting practices do not provide the real-time numbers or graphics to motivate employees or point out problems in the business in a timely manner.

### The Solution

Delivered over the web, implementation of QuickTrac™ was extremely simple because data input by employees as a normal part of their work process takes less than seconds per work order. Real-time business intelligence immediately helps employees keep their performance on track and gives management live data to pinpoint problem areas, see trends and create projections. The goal setting tools help employees track their contribution to overall business success as well as their personal success. Having employees focused on the desired result reduces the time spent managing the business while increasing our control and profitability.

### The Benefits

Quick and easy access to up-to-the-minute data about sales, productivity, efficiency, warranty, and marketing saves hours each week while increasing profitability. Employees enter data themselves and immediately see their performance results. They now modify their own behavior without management and have taken ownership by actively participating in setting personal and company goals. QuickTrac™ has created an atmosphere of teamwork, raised morale and increased productivity. Larry's AutoWorks now maintains one of the industry's highest average repair orders, enjoys double the average industry productivity, and increased revenues by over 200%.

## For More Information and to Schedule Your QuickTrac Demonstration:

Call 408-404-3314, Visit <http://www.QuickTracSoftware.com>, or e-Mail [Info@QuickTracSoftware.com](mailto:Info@QuickTracSoftware.com)

2953 Bunker Hill Lane, Ste 400  
Santa Clara, CA 95054