



## Case Study

Stellar Performance  
Yucca Valley, CA

### QuickTrac™ Creates Over \$4,000 in Profit per Month and Saves Owner Over 10 Hours of Time

*"QuickTrac made me over \$2,500 in additional profits my first month! And it saved over 10 hours of my time! 8 months later it's making me over \$4,000 a Month"*

B.J. Lee  
Owner

*"Since launching the QuickTrac program at Stellar Performance, production and performance are up. The production manager and I work together with the QuickTrac information on a daily and weekly basis to see where our strengths and weaknesses are and adjust accordingly. It has made a real difference."*

Brad Baragona  
Service Consultant

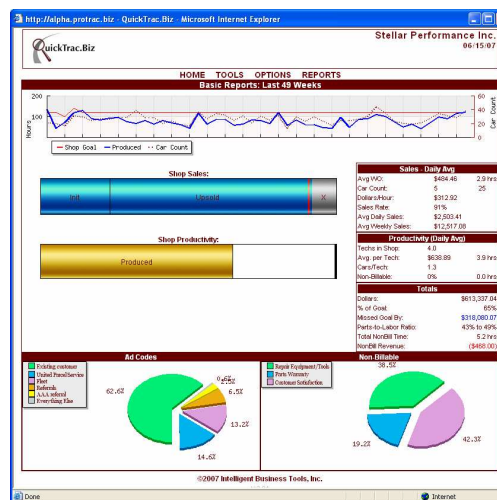
*"We can track technicians' performance based on hours sold per job and the amount of time it takes to actually complete the repairs. Having this information so visual and so current strengthens our team efforts and promotes a friendly yet competitive atmosphere. QuickTrac has allowed me to do my job better and make MORE MONEY!"*

Richard Doran  
Production Manager

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 more effective business management.

#### About Stellar Performance

Stellar Performance opened in January of 2002. Owner B.J. Lee has been in the automotive repair business for over 25 years with experience in dealerships, fleet management and independents. Stellar Performance is known as one of the STARS of the industry in Yucca Valley, CA and is known for their "STELLAR" reputation and "BEST WARRANTY IN THE BUSINESS." Stellar continues to improve their business on the way to \$1,000,000 in sales and credits QuickTrac™ as the Business Intelligence Tool that will get them there.



Manage your business  
by the numbers  
and watch it thrive



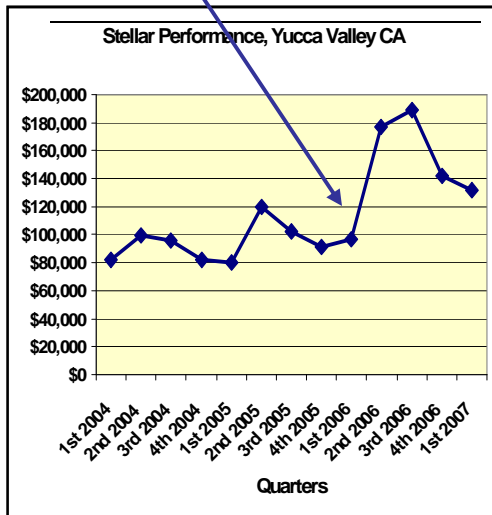
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*"I have a small shop and wasn't sure that QuickTrac could help me so I was hesitant to install it. I was basically forced to use the program and boy am I glad! I have been friends with one of the developers for years and when he called me I almost didn't sign up. If it wasn't for our friendship and a little pressure from Cecil, I never would have made the decision to use QuickTrac. What a mistake that would have been! I have received dramatic results that have far surpassed what was promised. "*

B.J. Lee  
Owner

### Introduction of QuickTrac™



### The Challenge

The challenge for QuickTrac™ (QT) was to move this business forward after 3 years of minimal growth and to drive profitability while freeing up the owner's time. B.J. also owns a land development company and needed his staff to take more accountability for their results as well as increase production and sales so that he had the time and money to put more energy into his other interests. Before Stellar Performance used QT, the business' growth rate was stalled and was minimally profitable. The thought of buying property and building a premier shop was out of the question.

### The Solution

Installing QuickTrac™ gave B.J. the numbers that he needed (automatically) to expand the business and freed up hours of his time each week. The picture created by QT also gave employees important and timely information about their performance and the performance of the team. QuickTrac™ created a much better workflow pattern that allowed for increased productivity and employee satisfaction. Even for a small business of 1 service advisor and 2 technicians QT made a real difference which allowed B.J. and his employees to focus on the areas that made the biggest difference to the bottom line.

### The Benefits

QuickTrac™ gave B.J. the time he needed to make thousands of dollars in his development business, increasing his net worth by over \$500,000 while expanding his automotive business. Profits from his automotive business have allowed him to buy property and expand his facility by more than 250%. Employees have stepped up and taken accountability for achieving the numbers needed for profitability. The business has increased by 35% and profits are up by 42%. Employees are participating in setting and reaching goals and employee satisfaction has increased. Stellar Performance is the place to work in Yucca Valley, CA if you are a service advisor or technician that wants to work with the best.

## 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)

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