



AVAIL BUSINESS SYSTEMS

CASE STUDY

Star Chevrolet is a large, multi-line dealership located on busy Route 30

in Greensburg, Pennsylvania. Parts and Service Director, Ed Loyacona, along with three ASMs, service the Chevrolet Nissan Volvo customers from Greensburg and the surrounding communities. Mr. Loyacona had considered improving his filing system for several months. "I had to do something." He said. "It was taking too long to find files because they were so jammed in the cabinets, and we were running out of room for more cabinets."



Mr. Loyacona along with Avail representative, Mike Cotchen, designed a filing system that would solve both problems. They designed a color-coded, end tab filing system that reduced the time it took to find a file by 50% as well as reducing the floor space the cabinets occupied by 66%. The color-coding system allows ASMs to stand in front of the cabinets and use the colors to find the correct folder instead of having to open a drawer and thumb through folders to find the correct one. It all but eliminates misfiles because mismatched colors show right away. It is estimated that 50% of misfiles are never found, so this benefit can save you time and aggravation.

The open-faced cabinets greatly reduce the floor space that the filing cabinets occupy in the write-up area. Instead of using valuable floor space, the open-face cabinets occupy wall space more efficiently. "It is so much easier to find a file now", said Mr. Loyacona. "It is especially easy to refile a folder which was something we hated to do. The new cabinets have also opened up our service write-up area. We really like the new system."

Avail Business Systems is an expert in the needs of the automotive industry. Account Executive, Mike Cotchen, has spent eight years in the automobile business as a Factory Representative for Toyota Motor Company and as a Parts and Service Director for a group of four dealerships.

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Avail can design a filing system that will make it easier for your ASMs to find a customer folder thus giving you more time to spend with the customer which will increase your sales and bring greater customer satisfaction!

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**For a Free Consultation, Call Avail
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