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Automotive Remarketing Excellence

Automotive remarketers must provide superior service levels to their clients while facilitating the sale of automobiles.

Speed is the name of the game as customers measure firms on how quickly they can turn inventories at the most optimal pricing points.

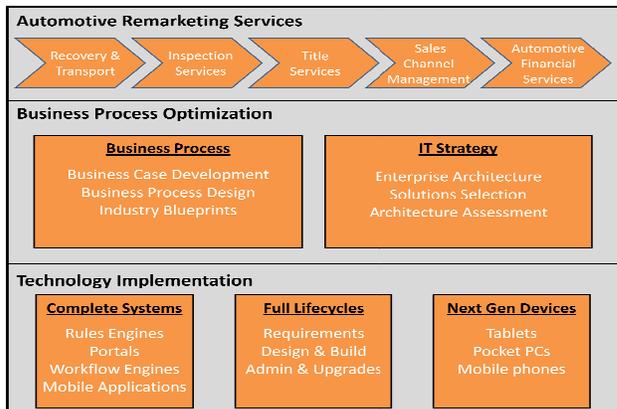
Unfortunately, remarketers may struggle with any number of points:

- Thin overall margins in a very competitive business
- Coordination of services required to enable a vehicle to sell
- Collaboration between clients and supply chain partners that are mired with inefficiencies and “communication breakdowns”
- Difficulties in finding or running the right technology that actually helps solve these problems

The bottom line is that customers increasingly **demand superior service**, and anything below those standards can cause you to lose a customer.

Adjility’s Offering

At Adjility we offer a full suite of Business Process Optimization services across the entire automotive remarketing value chain including - **Recovery & Transport, Inspection, Title, Sales Channel Management and Automotive Financial Services.**



Adjility’s Approach

Our seasoned professionals possess a unique blend of business and technology skills. Our approach involves performing a business diagnostic to assess your business processes and supporting systems. Our “Blueprint Services” will then help you engineer a successful business process engagement by:

- Creating a Business Case for Change
- Creating a “Re-engineered” Solution for Each Function
- Creating a Supporting Architecture to Execute the Vision

Our solutions provide differentiating value for our clients.

Typical results include:

- **Improve Operational Costs** up to 30% across each remarketing business unit function
- **Reduce Days to Resell** metric for vehicle in the secondary market by 5.7 days

Initiative	Key Metrics	Target/ Comments
Sales Channel Management	Right “channel” for right inventory asset	Reduce metric to sell vehicle in secondary market by 5.7 days
Back Office Support	Operational efficiencies, transaction processing	Up to 30% across each remarketing business unit function
Front Line Services	Customer satisfaction, compliance, accuracy	Improved customer satisfaction scores
Reporting	N/A	Supports other initiatives

Contact us to see how we can create value for you!

To check out our unique offerings in Automotive Remarketing, contact Adjility Consulting at wlowry@adjility.com or at 562-310-1217.



Automotive Remarketing Excellence

Case Study – Automotive Remarketer

For a leading automotive remarketer, Adjility looked at several business units to re-engineer core processes. For one unit facing customer churn, Adjility introduced OCR and workflow technologies along with next generation handheld applications to improve efficiencies and move inventories more quickly. As a result of these initiatives, this customer recognized the following benefits:

- Over 35% improvement in per person efficiency with reduced entry errors and re-work
- Saved direct dollars on 3rd party service contracts by allowing better monitoring of compliance with contract service level provisions
- Allowed business to scale successfully 5x past prior limits to growth

We are the only major consultancy with a dedicated group focused on the Automotive Remarketing industry!

What makes Adjility a good choice as your partner?

Adjility has a simple philosophy – delivering value. We do this by delivering our projects on real expertise:

1. **Remarketing Expertise** – Our consultants, recognized as thought leaders in this space, will deliver improved processes because we have done it already in areas such as:
 - **Recovery & Transport**
 - **Automated Inspections**
 - **Titles**
 - **Sales Channel Management**
 - **Automotive Financial Services**
2. **Technology Expertise** – We are business as well as technology consultants, and can implement technology to support all of the above with our own in-house technology or partnered with 3rd parties.
3. **Efficiency** – With Adjility, we can provide “fixed fee” approaches to manage your cost or fees contingent on delivering results.

What Are Examples of What Adjility Can Do For You?

- **Automate and Reduce** the Cost of Processing Titles
- **Improve Inspection Consistency** with Automated Inspection Technology
- **Reduce Recovery Time** with Better Links Between Field Recovery Specialists and Recovery Centers
- **Manage Suppliers Better** with Automated Supplier Performance and Evaluation
- **Reduce Recovery Liability Exposure** with better tracking of key times and events
- **Provide Better Operational Risk** with improved finance OR reporting and underwriting systems
- **Improve Profitability** by helping to segment and analyze finance customers

How does Adjility approach efficient delivery?

We provide the right set of experts to get the work done. We use high end expertise where appropriate, but not when unnecessary. Don't be fooled into “loading up the team” by a provider that seeks to scare you into overpaying. Ask yourself:

- **Why work with a partner who isn't focused on your ROI?** Adjility focuses on delivering for you as if it was our own money.
- **Why work with a partner that can't leverage the best talent from around the globe?** Adjility works to bring the best talent from around the globe at the best rates for you.

GIVE YOURSELF THE ADJILITY EXPERIENCE!

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