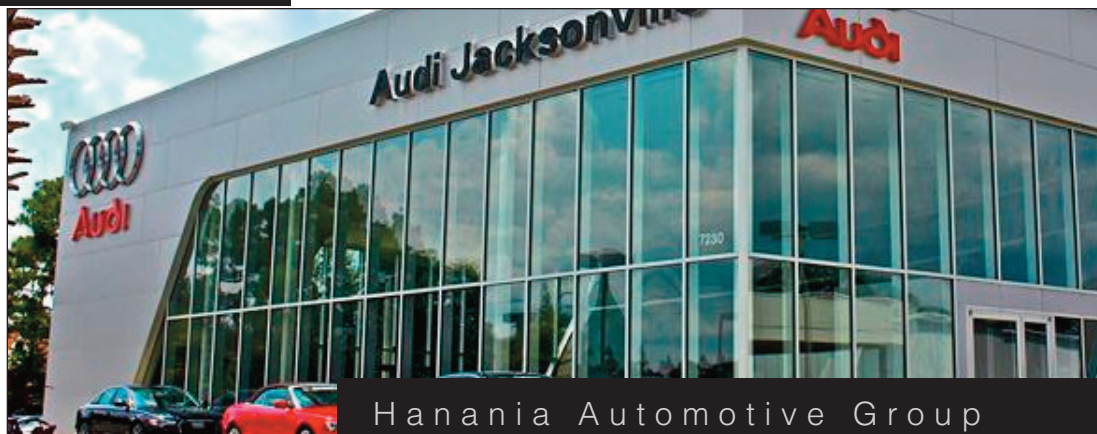


Presented by

Hanania Automotive Group
Jacksonville, FL

BACKGROUND:

The Hanania Automotive Groups operates 11 dealerships in Florida, ranging from luxury and exotic brands to popular brands: Acura (2), Audi, Infinity, Maserati, Alfa Romeo, FIAT, Subaru, Volkswagen, Hyundai and Mitsubishi. They currently recondition approximately 400 cars per month.

THE OPPORTUNITY:

- Each Hanania dealership used a variety of vendors for recon work.
- Dent Wizard was their main source for PDR work.
- Due to the volume of vehicles being reconditioned at each dealership, it made sense to consolidate recon services.
- Geographic proximity of the 11 dealerships made it possible to centralize paint recon services.

THE CHALLENGE:

Executives at Hanania were sold on Frontline Fast, but the management at the dealership level had not bought in -- they liked working with their chosen vendors and, in some cases, friends.

THE SOLUTION:

- Implemented Frontline Fast Program allowing a consolidation of vendors across all dealers and providing consistent pricing across all services.
- Create a pre-approval process, which made life a lot easier for the dealership managers and their people.
- Centralize the paint work facility: Paint repairs for all 11 dealerships are done at one location.

THE RESULTS:

- Reduction in recon days by using Frontline Fast: From 7 days per car down to 3 days per car

KEYS TO THE SUCCESSFUL PARTNERSHIP:

- Consolidated services: PDR, bumper repair, wheel repair, interior repair.
- Dent Wizard's professionalism

IN THEIR WORDS:

when he saw their people show up on time wearing clean, logoed shirts. "Our previous service providers would show up in dirty clothes with holes."