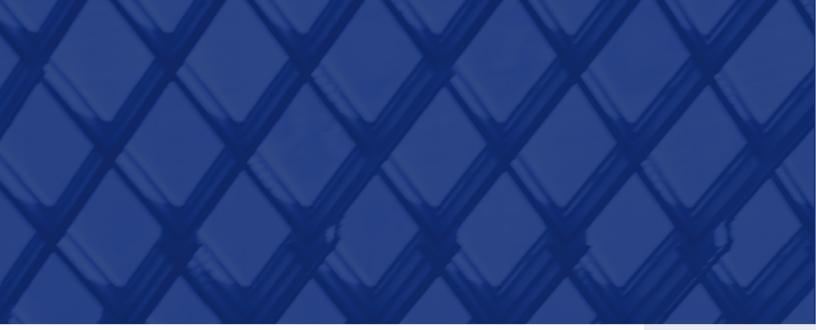# Auto Body & Repair Software Category

Auto Body & Repair Software Category

Auto body & repair software offers tools that can be used by automotive technicians to manage office tasks and car repair processes. Car service businesses like collision repair, inspection, and body shop firms can utilize this solution to manage vehicle databases and monitor information such as job estimates, maintenance schedules, repair history, various diagnostics, ordering parts, and repair mapping.

Auto repair software offers functions to manage automotive maintenance and repair processes including repair instructions, job scheduling, parts inventory, and customer databases. The system can automate tasks, track vehicle and customer histories, and link you to maintenance databases and leading parts dealers.

Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings.

The overall Customer Success ranking is a weighted average based on 3 parts:

CONTENT SCORE

- Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
- Customer reference rating score
- Year-over-year change in amount of customer references on FeaturedCustomers platform
- Total # of profile views on FeaturedCustomers platform
- Total # of customer reference views on FeaturedCustomers platform

MARKET PRESENCE SCORE

- Social media followers including LinkedIn, Twitter, & Facebook
- Vendor momentum based on web traffic and search trends
- Organic SEO key term rankings
- Company presence including # of press mentions

COMPANY SCORE

- Total # of employees (based on social media and public resources)
- Year-over-year change in # of employees over past 12 months
- Glassdoor ranking
- Venture capital raised

Award Levels

MARKET LEADER

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.

TOP PERFORMER

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.

RISING STAR

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.

2020 Customer Success Awards

Check out this list of the highest rated Auto Body & Repair Software based on the FeaturedCustomers Customer Success Report.

MARKET LEADERS

AMS² Automotive Management Solutions

///Auto Serve 1 — Creating Trust at the Point of Decision™

FULLBAY

Mitchell1 — In your shop, at your side

TOP PERFORMERS

Nexsyis Collision — AUTO BODY REPAIR MANAGEMENT TECHNOLOGY

scott systems

SHOP BOSS

RISING STARS

ANDREOLI SOFTWARE

FASTTRAK — AUTO SHOP MANAGEMENT SYSTEMS

GEM-CAR

NAPA TRACS

* Companies listed in alphabetical order

featured customers

2020

WINTER 2020

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MARKET LEADERS

featured
customers

ABOUT AUTOSERVE1

//// Auto Serve 1
Creating Trust at the Point of Decision™

AutoServe1 provides a customer-centric workflow to allow dealerships & aftermarket service repair shops to communicate with their customers using actual photos of problem parts, educational animations, and real-time communication with remote customers. This helps auto service centers increase sales per vehicle-visit by more clearly explaining the benefits of repairs required on a customer's vehicle and mitigating the lack of trust. It also facilitates faster decisions, improves work flows, and decreases costs from traditional paper-based inspections.

30
Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

❝ *AutoServe1 allows technicians to document inspections more thoroughly with pictures and videos. This creates client trust because the customer can see the problems for themselves.* ❞

    JIM GREEN
    SENIOR TECHNICIAN, BEECH MOTORWORKS

❝ *The ability to quickly glance [at] a text, no matter where they are [and] see the report, is just more efficient with their time.* ❞

    ELAINE LYSONS
    OWNER, LACOMBE AUTO SERVICE

❝ *AutoServe1 really helps with communication inside the shop. It lets me see what the technician sees.* ❞

    TORI
    SERVICE WRITER, D & R INTENSIVE CAR CARE

❝ *We have been with AutoServe1 for over 3 years and our business has grown a lot with the help of AutoServe1. They have listened to what we need from them and are always looking to make the product better for us while always keeping the customer #1.* ❞

    BRYAN GOSSEL
    PRESIDENT, BG AUTOMOTIVE

TRUSTED BY

AZAR AUTOMOTIVE COMPLETE AUTOMOTIVE SERVICE   Blain's FARM & FLEET   D & R INTENSIVE CAR CARE   Lacombe AUTO SERVICE CENTRE   Master MECHANIC PROFESSIONAL AUTO SERVICE

MARKET LEADER

ABOUT AUTOMOTIVE MANAGEMENT SOLUTIONS

AMS Automotive Management Solutions

Automotive Management Solution's goal is to help your shop become more successful than ever imagined, using the best available shop management system on the market supported by unrivaled, hands-on customer service and training. Automotive Management Solutions helps turn your R.O. Writer software into a road map for success. You will have a team of experts on your side, committed to helping you grow your business profitably and efficiently. They'll be with you every step of the way to make sure your transition to R.O. Writer goes as smoothly as possible.

20
Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

❝ We have been on R.O. Writer for almost 2 years now. This is the most efficient and easy to use software there is. From your daily counter use to profit reports it will do it all. So happy we chose this software for our shop. And if you have any questions the help line is only a phone call away. ❞

BILLY LACKEY
SOUTHERN WHEEL

❝ This is an awesome system that actually does everything as advertised. It actually pays for itself in time saved as well as increased profit margins and better inventory control. I was kinda skeptical at first but am a true believer in R.O. Writer now! ❞

RICK KELSO
PRESIDENT, RICK'S CAR CARE INC

❝ This is the best product of it's kind. I've been using RO Writer for the past 3 years and couldn't be happier. Great product support. Keep up the good work. ❞

JOHN CROWDER
OWNER, BRADHAM AUTOMOTIVE

❝ We switched from another management system two years ago, and have not looked back. We have been extremely happy, and actually even beta tested some of their new software for them. The support is top notch as well. I would highly recommend it to anyone. ❞

CODY DOWNES
OWNER, MURRYSVILLE AUTO CLINIC INC

TRUSTED BY

J&J AUTOMOTIVE SERVICES 'Let Us Earn Your Trust'

DUKE'S TIRE PROS TIRE & AUTO SERVICE CENTER

American & Import AUTO REPAIR

THRIFTY TIRE SERVICE CENTER

WARRENTON TIRE & AUTO

featured customers

MARKET LEADER

ABOUT FULLBAY

Fullbay is cloud-based shop management software built specifically for heavy duty repair shops. They are changing the industry so shop owners and their technicians can get more done in less time and have a life outside the shop.

28

Total Customer References

Featured Testimonials

" *Before Fullbay, we had someone that would have to enter the invoices manually and enter the job cards manually. Now, we are able to receive the invoice in Fullbay and then have it flow over into QuickBooks.* "

KYLE CREEDEN
BUSINESS MANAGER, C&W MECHANICAL

" *My favorite part is the dashboards charts with the profit by dollars and profit by percentage and sales. When you put in the proper information, you can use that as your go/no-go gauge as to whether I spend on this, do I improve on that, or do I go out and get more business.* "

ATLAS TRUCKING

" *If you can't get jobs out the door you can't get paid for them. [Fullbay] allows me to know what's going on so I can manage those little things and there are no loose ends out there.* "

TROY SCHULER
SERVICE MANAGER, KUHNS EQUIPMENT

" *Your tech support is top-notch! They are right there on the spot to answer any questions I have. I have made a few suggestions and some of them have actually been implemented. I can't say enough great stuff about how you guys are evolving as a company. Every improvement that I've seen has benefited me for the most part in some way.* "

JENNIFER CALLAWAY
CO-OWNER, INLAND EMPIRE FLEET MAINTENANCE

TRUSTED BY

MARKET LEADER

ABOUT MITCHELL 1

Mitchell 1 provides premium automotive repair software for professional auto care shops. They started almost 100 years ago with technical information about auto repairs and branched out to offer complete solutions to help you manage your auto repair shop efficiently and profitably. From repair information to shop management software to marketing services, they've got you covered with industry-leading packages designed for independent auto repair businesses.

23

Total Customer References

Featured Testimonials

" *ProDemand is so easy to navigate. Our technicians can get around the program and find the information they want quickly, so they don't need to spend all day at the computer. We also really like the electrical diagrams in ProDemand. The detailed pictures are not only thorough and relevant to the vehicle you're working on, but they're also accurate – and that's very important when it comes to electrical repairs.* "

NATE NUTTER
SERVICE & PARTS DIRECTOR, INTEGRITY FORD

" *The best thing about ProDemand is the ease of use. I'm able to quickly find what I'm looking for because the information in ProDemand is laid out the way I think, not the way some IT guy thinks. And having the TSBs and Recalls right where I need them has helped me diagnose issues that other shops have missed. That has actually brought in new business and helped improve our customer base.* "

GARY YOAS
SHOP MANAGER, ADOLPH'S TOWING & AUTO

" *ProDemand saves me a lot of time and effort — it's awesome. I can quickly find the information I need to write my estimates with accurate labor times and parts pricing. Our techs use the repair information and wiring diagrams, and everything is right there where they need it. Searching in ProDemand is self-explanatory, so it's easy to find component locations to diagnose and repair a vehicle.* "

CHUCK CERCONE
CO-OWNER, FOX'S AUTOMOTIVE SERVICE & REPAIR

" *The new search functionality in ProDemand – 1Search – automatically puts everything my techs need right there. They enter what they're looking for and BOOM, it's there.* "

PAUL LANNON
OWNER, PAUL'S AUTOMOTIVE

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2020

WINTER 2020

Auto Body
& Repair
Software Category

TOP PERFORMERS

15

Total Customer References

VIEW ALL REFERENCES

ABOUT NEXSYIS COLLISION

Nexsyis Collision
AUTO BODY REPAIR MANAGEMENT TECHNOLOGY

Nexsyis Collision is the preferred auto body management system for collision repair industry leaders. Customers of Nexsyis Collision consistently experience maximized profit margins, faster cycle times, and perfect CSI scores. Nexsyis Collision allows you to better leverage your operational and overhead resources, allowing fewer employees to accomplish more in a shorter amount of time. They believe that good technology is the key to helping collision repair providers remain independent and competitive in an ever-changing and demanding market.

Featured Testimonials

66 *If you're looking to be the best you need the best software to enable you to monitor and control your business for the best performance. This system is everything you always wanted and more.* 99

PAUL SGRO
OWNER, LEE'S GARAGE INC.

66 *I want to thank the team at Nexsyis for the upgrades that they continuously make so my job as an Accounting Manager is less complicated. Nexsyis makes improvements to the system that really can make it easier to operate on a daily basis.* 99

BETTY WALSTON
POHANKA COLLISION CENTERS

66 *Nexsyis has given us the control and versatility to compliment our "lean" process centered environment. The application is simple, making the learning curve short for our growing business.* 99

MICHAEL GIARRIZZO
DCR SYSTEMS LLC

66 *Customer service is always quick to respond. For myself, I find the software easy to use. Spending many years in the collision repair industry and using other collision repair facility software, I can't imagine managing my business without Nex.* 99

TIM WILKERSON
DIRECTOR OF OPERATIONS, DENT CONCEPTS

TRUSTED BY

3D30 AUTO BODY & COLLISION CENTERS
CRAIG'S COLLISION CENTER
HUSTEADS AUTO BODY & TOW
PENSKE COLLISION INDY
TOM WOOD COLLISION CENTER

ABOUT SCOTT SYSTEMS

scott systems

Scott Systems is a group of professionals with extensive background in the automotive aftermarket, service repair, and computer industries. Scott Systems sees the automotive repair marketplace changing. They supply computer software, supplies, server hosting and support services for the auto repair industry. Their systems and services are based primarily on internally developed software and in-depth industry knowledge.

12

Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

❝ I used Scott Systems at a shop I use to work at and now I use it at my own shop. Reliable, does all that I want it to, and the support has always been great. ❞

> WADE ANDERSON
> TRI CITIES TRANSMISSION

❝ Their customer service is excellent! The program has been a dream coming from someone who had not used automotive software before. Just what I need in my life – no complications. ❞

> ALFREDA BARONI
> SOS AUTO SERVICE

❝ MaxxTraxx Pro CE is a great system and the switch over conversion was very easy to deal with. MaxxTraxx will be a walk in the park, especially if you already understand and know how to operate any other Windows-based program. I love it, it gets me all the reports I need plus way more. Much much more than MotorTraxx. ❞

> NIKO
> CHARLIE'S FOREIGN

❝ Really efficient in what it does - everything you need it to do with simplicity. Entering data and looking up information - it works really well. Has a lot of benefits, I love it! ❞

> DAVID MAROTTA
> VIKING AUTOMOTIVE

TRUSTED BY

TECH-MASTERS PROCESS AUTOMATION Pvt. Ltd.

S.O.S AUTO SERVICE

AUTOMOTIVE SERVICE SOLUTIONS

VIKING AUTOMOTIVE

TOP PERFORMER

ABOUT SHOP BOSS

CSB Technologies (dba Shop Boss) is a software publishing company marketing Shop Management Software for the independent automobile repair shops. Typically the best software tools for the auto repair market are reserved for car dealerships; however, they are committed to providing the most comprehensive, cutting-edge tools for the independent repair shops.

10
Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

" I can't recommend this enough. I feel that my data is safe and customer information will not be sold or used by a 3rd party. I was looking for a way to run the shop without using the Windows operating system. I realized that I wanted a web-based program. Shop Boss Pro is the answer! Feature-rich, easy to use and learn. With the best customer support I have ever received from any company hands down. I use it on computers loaded with Ubuntu Linux, with iPads and one Windows machine. "

NOAH FOREST
MANAGER, BROOKS AUTO DOCTOR

" Online based and can be accessed from anywhere, any computer, any smartphone. Very easy, and simple to use software. I came from a dealership that used "cause, concern, and correction" on their invoices. Shop Boss brings that to the table. Very easy/simple layout. You type in your customer's concerns, fill in the parts, type your story, and you're ready to print. We are a small shop that wanted simple and efficient software. No contracts, great customer support. Shop Boss will work with you and make any kind of changes you need or want to add. To sum it up Shop Boss is like an iPhone compared to a Blackberry. iPhones are simple, to the point, and easy to use, where Blackberrys are crammed, and over loaded with pointless features. "

CHRISTIAN SNIADY
OWNER, CS MOTORWERKS

" System works great for a small shop like mine. As my needs change Shop Boss has made changes for me. "

MICHAEL BURGESS
OWNER, TMR AUTOMOTIVE

TRUSTED BY

2020

WINTER 2020

Auto Body
& Repair
Software Category

RISING STARS

ABOUT ANDREOLI SOFTWARE

ANDREOLI SOFTWARE

Andreoli Software provides business software solutions to the retail, commercial, and wholesale tire & auto service industry. Since its inception, the goal of the company has been to provide (customer-driven) quality software solutions with an emphasis on customer service and long term relationships. As a provider of leading-edge solutions, all the company's software is 100% hosted (cloud-based), which enables rapid application development, a consistent user experience for all clients, and above industry standard responsive technical support.

24

Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

"*HITS Software is more than just a billing or inventory program, it has become a integral tool in our business. HITS is continually improving with added functionality, ease of use, and integration to our local wholesalers. And, with Customer Service that treats you more like family than a customer, HITS is the best choice for our business!*"

REGGIE
OWNER, FRANKLIN & SON, INC

"*Hands down this company is on top of their game!!! We use their Point of Sale program with our company and it is a very user friendly program and the customer service and support is amazing.*"

ROB
MANAGER, FIRST CHANCE TIRE & AUTOMOTIVE

"*The ability to access customer data, inventory data, and accounts receivable across all 6 of our retail locations is huge. HITS BPOS helps us operate all our stores on the same page without needing local servers. Being hosted also gives us peace of mind that our data is safe and automatically backed up. We also use HITS Tirelink for our distribution center. We don't know where we'd be without HITS!*"

DON
MANAGER, ALYESKA TIRE

"*With 3 warehouses, keeping track of inventory and receivables is critical. The software's credit management capabilities enable us to efficiently manage receivables and our dealers really like having real-time access to our inventory and the ability to order on-line.*"

CINDY
BOOKKEEPER, JONES INTERSTATE TIRE

TRUSTED BY

GERBER TIRE & SERVICE CENTER

TIRES PLUS TOTAL CAR CARE

WM WASTE MANAGEMENT

BCT BIG CHIEF TIRE CO.

LEETE TIRE COMPLETE AUTO SERVICE

8

Total Customer References

ABOUT FASTTRAK AUTO SHOP MANAGEMENT SYSTEMS

FASTTRAK®
AUTO SHOP MANAGEMENT SYSTEMS

FastTrak Auto Shop Management Systems supports your efforts to develop customer loyalty that transcends the life of a single vehicle. They welcome your input and then they act based on your suggestions. From system architecture to the smallest level of operational detail, FastTrak has been built based on input from Auto Service Pros.

Featured Testimonials

> *FastTrak is a very well thought out system with lots of smart features that allow documentation of the process from cold call wanting pricing to appointments, estimates, invoicing and all the canned jobs and parts that go with it. It has great real world time saving features, job flow management capable of supporting shops with multiple service writers and/or writer and dispatcher.The system support and maintenance are excellent.*

BRUCE POWERS
AUTOWERKES

> *The extensiveness of the program is great. I like that the technicians can input data that the service advisors cannot edit or delete internally but can re-write in another section for the customers to see. How to track warranty repairs, the reporting, quotes to appointments to repair orders is all seamless.*

MACKENZIE HOFFMAN
ADVANCED AUTOWERKS

> *Our shop has been computerized since 1985 and FastTrak's recent entry into the market has proven that there is a better mouse trap. I would consider our shop to be a power user of the FastTrak program. We have proven mathematically that our entire team makes a better living by using the systems incorporated into FastTrak.*

JOHN GUSTAFSON
GUSTAFSON BROTHERS

> *FastTrak Tire Shop Manager has raised the level of professionalism at our shop. We are able to quote a set of tires in seconds and offer alternatives at the same time. FastTrak's tire quote screen makes even staggered fitments easier. We are able to accurately find front and rear fitments by brand with just a click of the mouse.*

PAUL DICKERSON
FOUNTAIN VALLEY TIRE AND AUTO

TRUSTED BY

GUSTAFSON Brothers   FINISHLINE AUTO REPAIR COMPLETE AUTO REPAIR & TIRE CENTER   AUTOWERKES   Toyo   FOUNTAIN VALLEY Tire & Auto

ABOUT GEM-CAR

GEM-CAR®

GEM-CAR is an easy to master Auto Repair Shop Management System (SMS), a software designed for the automotive, fleet, boat, bike, and truck & tire industries. When choosing to implement GEM-CAR software in your business, you actually cross an important threshold in your commitment towards your customers, your staff and your business.

10
Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

> 66 *GEM-CAR's simple yet detailed invoice allows us to present and justify to our customers all the parts and labour for each repair or procedure.* 99
>
> BERNARD POISSON
> THE SPECIALIST, GARAGE BERNARD POISSON

> 66 *The only repair shop management software i would recommend!* 99
>
> KELLY THE COACH

> 66 *Before using GEM-CAR, I used to spend about 4 hours a week on billing. Now it only takes a few minutes.* 99
>
> SEBASTIAN LAFLAMME
> OWNER, GARAGE LAFLAMME

> 66 *I like GEM-CAR because it is truly user friendly and having the customer history makes me more efficient. I also like the fact that I own the software!* 99
>
> LOUIS–MARTIN PEDNEAULT
> OWNER, MECANIC CENTER SERVICES

TRUSTED BY

Garage Laflamme

Eldon Ingram
·1952·
Automotive Repair Specialists
383 HURON STREET

GARAGE BERNARD POISSON

Kelly The Coach

ABOUT NAPA TRACS

NAPA TRACS

NAPA was founded in 1925 to meet America's growing need for a world-class auto parts distribution system. By providing excellent customer service for over 90 years, NAPA has become the industry leader. Today, NAPA-branded stores and AutoCare Centers continue to serve auto service professionals, do-it-yourselfers and everyday drivers with quality parts and supplies to keep cars, trucks, and equipment performing safely and efficiently.

8

Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

❝ *The inventory management is phenomenal in here; now I can keep my inventory a lot more current - I'm stocking my purchase history.* ❞

PAUL MARQUART
OWNER, NORTHWOODS AUTO TECH

❝ *We've come to depend on TRACS for everything. I can't do business without TRACS.* ❞

NICK LASKO
OWNER, GOD FEARING BROTHERS

❝ *I very seldom need Support but when I do, our TRACS representative is very helpful. If he can't answer the question, which is uncommon, he will get us in touch with someone who can. On the occasions where we will need to call Support with a software or installation question, they are always courteous, quick and helpful.* ❞

KIT JOHNSON
OWNER, J4 AUTOMOTIVE

❝ *We are currently using the SmartCall product, (it) is a very powerful yet simple tool.* ❞

BRIAN HOUGH
OWNER, KENNESAW AUTO CENTER

TRUSTED BY

J4 AUTOMOTIVE   GOD Fearing Brothers   KENNESAW AUTO CENTER   Northwoods Auto Tech