

HASSEL AUTO GROUP

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Customer Testimonials

The Problem

The Hassel Auto Group in New York specializes in European model automobiles including BMW, Mini and Volvo. These vehicles are sporty, fun to drive and the kind of vehicles people want to be seen in. So much so the dealership was having a problem with personnel overusing the vehicles.

The unexplained increase in mileage along with mystery dings and dents were decreasing vehicle values. The dealership was also spending a small fortune on repairs and replacing keys. Not to mention sometimes a car would disappear with the keys, driving up operational costs.

Mike D'Angelo is an IT manager for The Hassel Auto Group and one of his responsibilities was to install an electronic key control device. He ultimately selected a KeyVault system to account for the keys and vehicles.

The Solution

"[The KeyVault Systems] have already paid for themselves in terms of reducing the cost of replacing lost keys and theft reduction."

– Mike D'Angelo, IT Manager

Since the installation of their first KeyVault system, the Hassel Auto Group has gone on to purchase several KeyVault machines.

"We installed our third system in our service department," D'Angelo said. "We have KeyVault systems in our new car lots and used car lots. The third system allows us to connect all of the systems and maintain accountability of the vehicle, no matter where it is."

The KeyVault systems are located at different sites, but are linked using web-based technology. At any time, a manager can search all three KeyVault systems from any KeyVault system or secure remote location to find a vehicle's keys. This solves the problem of a car being taken to one dealership or to service, then logged into an independent machine and forgotten about. It also helps maintain accountability of the vehicle.

"There are a lot of people involved with servicing any vehicle," D'Angelo said. "By connecting the three stores, we can keep track of vehicles through the whole process, from point A to B to C, and if a vehicle disappears, or was fine when it left and then turns up damaged, we can begin with the last person who checked out the key."

KeyVault systems are one of the most advanced – yet user-friendly – computerized key control systems available. The system features steel drawers, a touch screen monitor and a fingerprint reader. These features help to increase security while streamlining the key checkout process.

"We chose a KeyVault system over other systems because we liked the security the heavy drawer provided," D'Angelo said. "Other systems still had the key out in the open or visible behind a plexiglass door. We really liked the security of the steel drawer combined with the reporting features, and the ability to send those reports by email to management."

The Results

The KeyVault systems drastically reduced lost keys and stolen vehicles at Hassel. A worthwhile investment given that replacing a key can cost anywhere between \$85 and \$300; and a stolen vehicle not only creates lost revenue but could also cause a rise in insurance rates.

"The other two systems have already paid for themselves in terms of reducing the cost of replacing lost keys and theft reduction," D'Angelo said.

KeyVault systems also generate standardized and customized reports that can be emailed to management. These reports show the last person to have the key.

"We run reports on a daily and weekly basis, and the reports are also emailed to management," D'Angelo said. "These reports have significantly contributed to an overall sense of accountability in all departments, including sales and service."

Advanced key management by KeyVault put the Hassel Auto Group back in control of their cars. With a KeyVault system securing the keys, theft has been virtually eliminated, money spent replacing lost keys has been significantly reduced, those handling the cars do so responsibly and management is able to focus on running the dealership.

Contact Us

Hassel Auto Group has noticed the endless benefits and cost savings KeyVault has added to their dealership. If you would like more information on how KeyVault can make your dealership run more efficiently, please contact us at 1.866.388.4444 or online at www.key-vault.net

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