

# TOYOTA OF NAPERVILLE

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## Customer Testimonials

### The Problem

Toyota of Naperville holds nearly 400 new and pre-owned cars on their lot. Before purchasing KeyVault, keys were stored in drawers or on a pegboard and were unorganized.

"Losing keys makes you look very unprofessional to the customer," said Kevin Gerhardt.

Toyota of Naperville was spending too much time searching for lost keys. Lost keys became a major obstacle for the salespeople and profits were being greatly affected due to re-keying costs.

"The main reason for the purchase of KeyVault was we were just breaking even on a Toyota Camry, and the chip keys and remotes turned up missing," said Gerhardt. "When our general manager realized we had lost a lot of money on a simple error, he decided something needed to be done."

It became a goal of the general manager to find a key machine that would reduce costs and make selling cars as easy as it could be for his sales force. The answer: KeyVault.

### The Solution

Toyota of Naperville installed a 2 drawer KeyVault system that can hold up to 480 keys. In addition to a password or key fob

*"KeyVault makes it easier for a salesperson to locate the key, find the car, and then take the customer on a test drive."*

– Kevin Gerhardt, Sales Manager



to log in, they also had a fingerprint reader installed to provide additional security into their system.

The salespeople received training on how to use KeyVault and now have the ability to conveniently access the system on their sales floor.

"If we make it easier for the salespeople to sell cars, they will sell more cars," Gerhardt stated. "KeyVault makes it easier for a salesperson to locate the key, find the car, and then take the customer on a test drive."

### The Results

Toyota of Naperville has now reduced the time it takes to locate keys and the amount of money spent on re-keying costs. Their ability to track keys and quickly take customers from the lot to a test drive has enhanced their selling process and increased the customers' satisfaction with the dealership.

After installing KeyVault at the dealership, Gerhardt saw immediate results with improved tracking and management of their keys. Managers are able to run the Current Checked Out Report daily, which displays User ID, time out and date out information.

Toyota of Naperville also found a need for controlling the file cabinet keys used to store their automobile deal and order files. With KeyVault, they can ensure that their customers' identities are always protected.

### Contact Us

Toyota of Naperville has noticed the endless possibilities a KeyVault system can add to their dealership. If you would like more information on how KeyVault can make your dealership run more efficiently, please contact us at 1.877.KEYVAULT or visit us online at [www.key-vault.net](http://www.key-vault.net)

# KEYVAULT

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