



WEST HERR TOYOTA/SCION  
of Williamsville

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Dear Tom,

02-10-2011

I am writing to thank you and your colleagues for all of your assistance with the purchase of our Key Vault machine. The quality and promptness of the sales process was truly a wonderful experience, in addition to the quality of the machine itself.

In 2010, we were carrying 450-550 new vehicles on the ground. Before we purchased our Key Vault machine, we were losing approximately 5-6 keys a month with a different malfunctioning key machine. As we both know, currently new car keys cost around \$300-\$400! We were losing thousands of dollars each month and that was justification enough for the new purchase. We looked at the anticipated loss and decided that the key vault was a great investment and money saver. It truly was and is.

Along with saving money, we found many other great features to the Key Vault Machine:

The trainers that came out to instruct our team and set up our machine were very patient and spent several hours and multiple days at the dealership.

The fingerprint technology makes it quick to take a key out of the machine, improving our customer service.

We have not had any incidents of missing keys; the machine holds each employee in our dealership accountable.

The assistance provided by the key vault customer support center helped us with the integration of the key vault machine with our ADP system. The integration makes it fast and easy to enter keys.

The "reports" feature helps us maintain our lot and hold people accountable. If a vehicle is out of place, damaged or missing, we can easily pull up a report to show us a list of the last user(s) of the key.

We can't imagine the chaos of not having a reliable machine at our store. Thank you Tom and the Key Vault team! You went above and beyond and greatly exceeded our expectations.

Sincerely,

Pat Schiske  
GSM West Herr Toyota of Williamsville

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