

BOB CLEMENTS INTERNATIONAL

DEALERSHIP OF THE FUTURE



Dealerships are going
through change at a pace
never seen before.



The first big change deals
with people – both
customers and employees.



From a customer perspective, the future will involve transitioning from Boomers and Gen Xers to Millennials.



**CHANGES
AHEAD**

Employees are evolving in what they are looking for in a job.



In the future, your customers
will want a frictionless
experience.



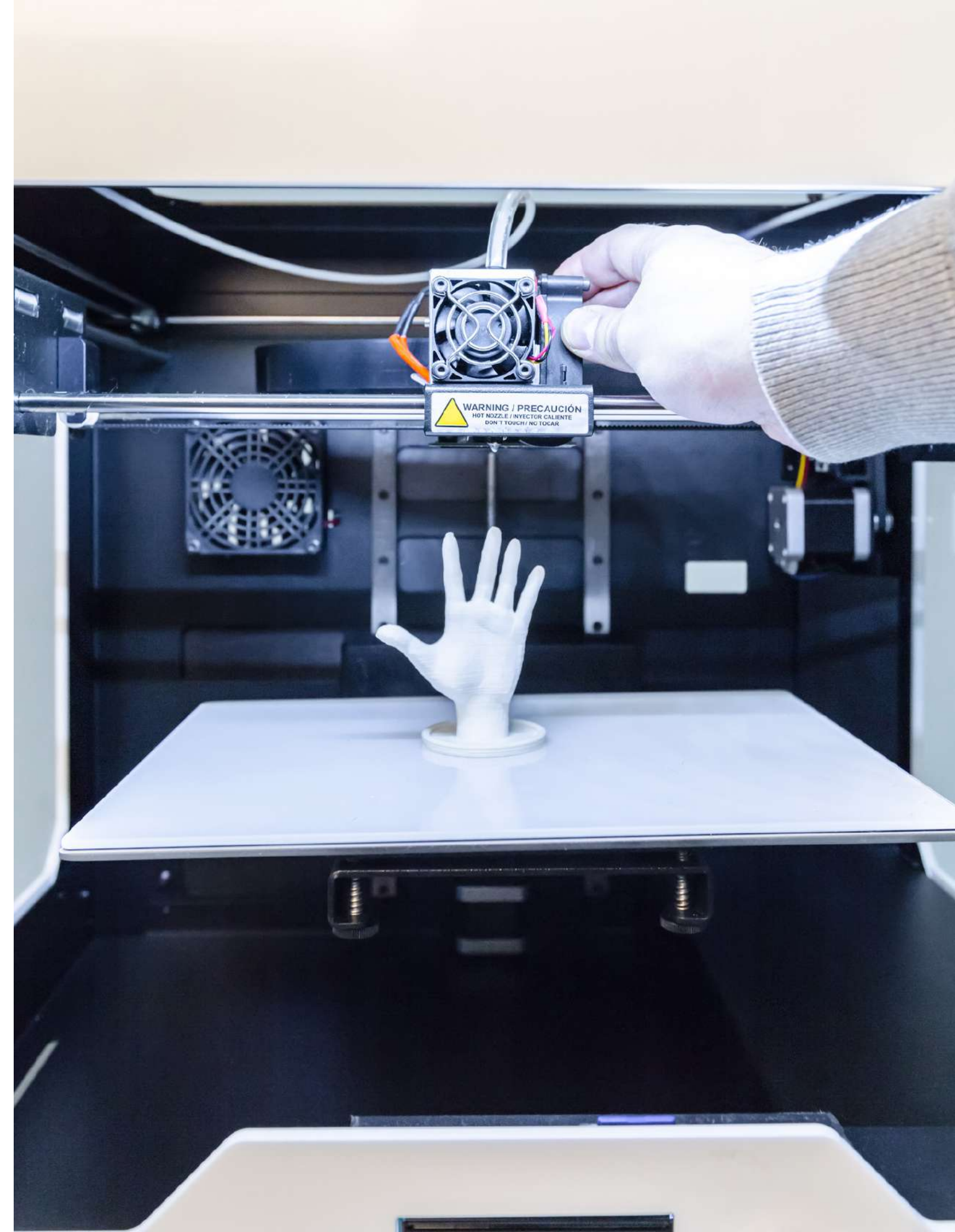
WHAT'S THE FUTURE OF THE SERVICE DEPARTMENT LOOK LIKE?

1. Augmented reality will change how we train technicians and how they do repairs
2. Mobile service will become the norm
3. With battery, we will have more service opportunities, with less skilled technicians



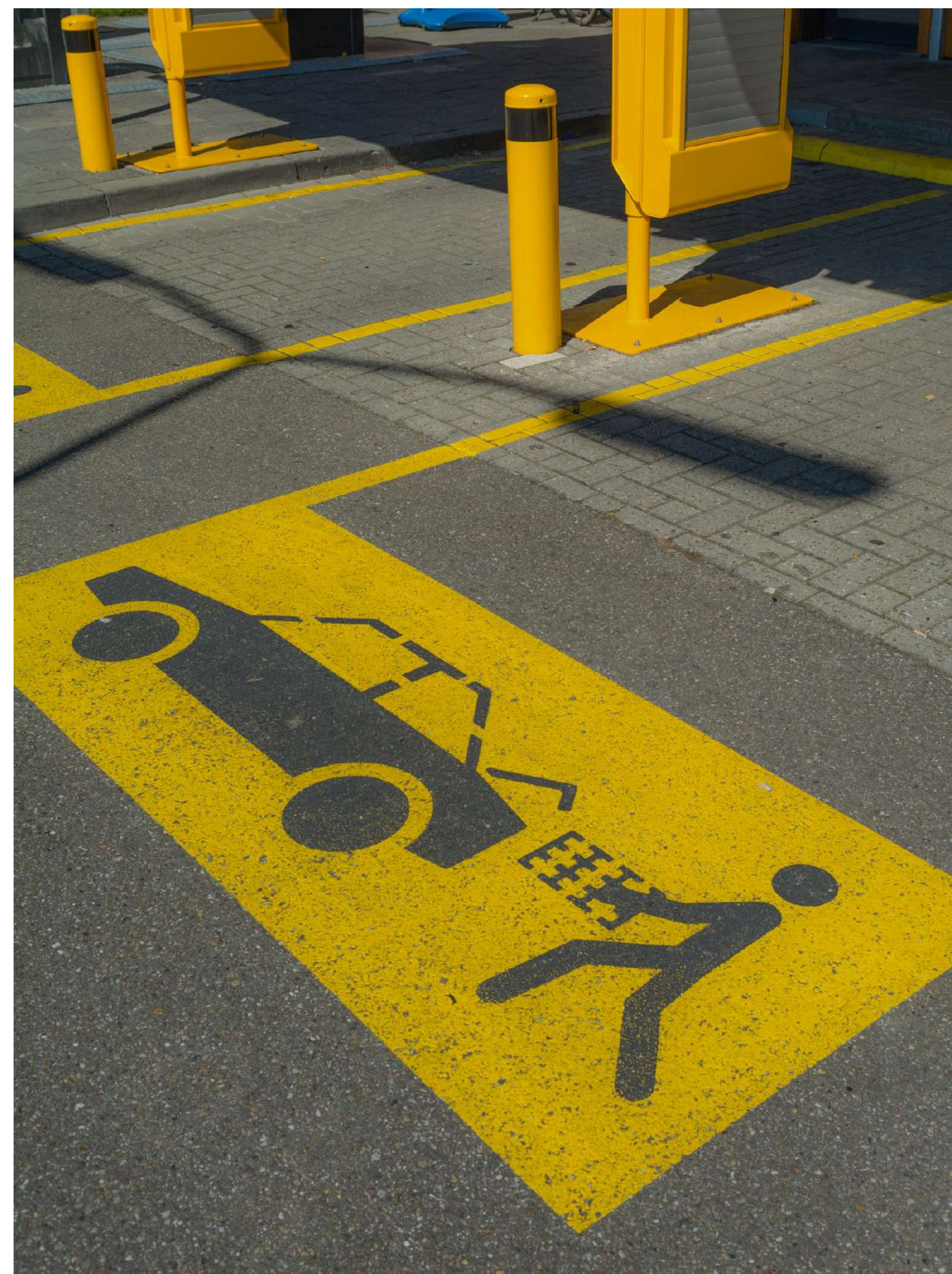
WHAT'S THE FUTURE OF THE PARTS DEPARTMENT LOOK LIKE?

1. You will 3d print your slower-moving parts
2. Parts delivery by drones will begin to be the preferred way people will get parts
3. Customers will expect a different way to pick up parts

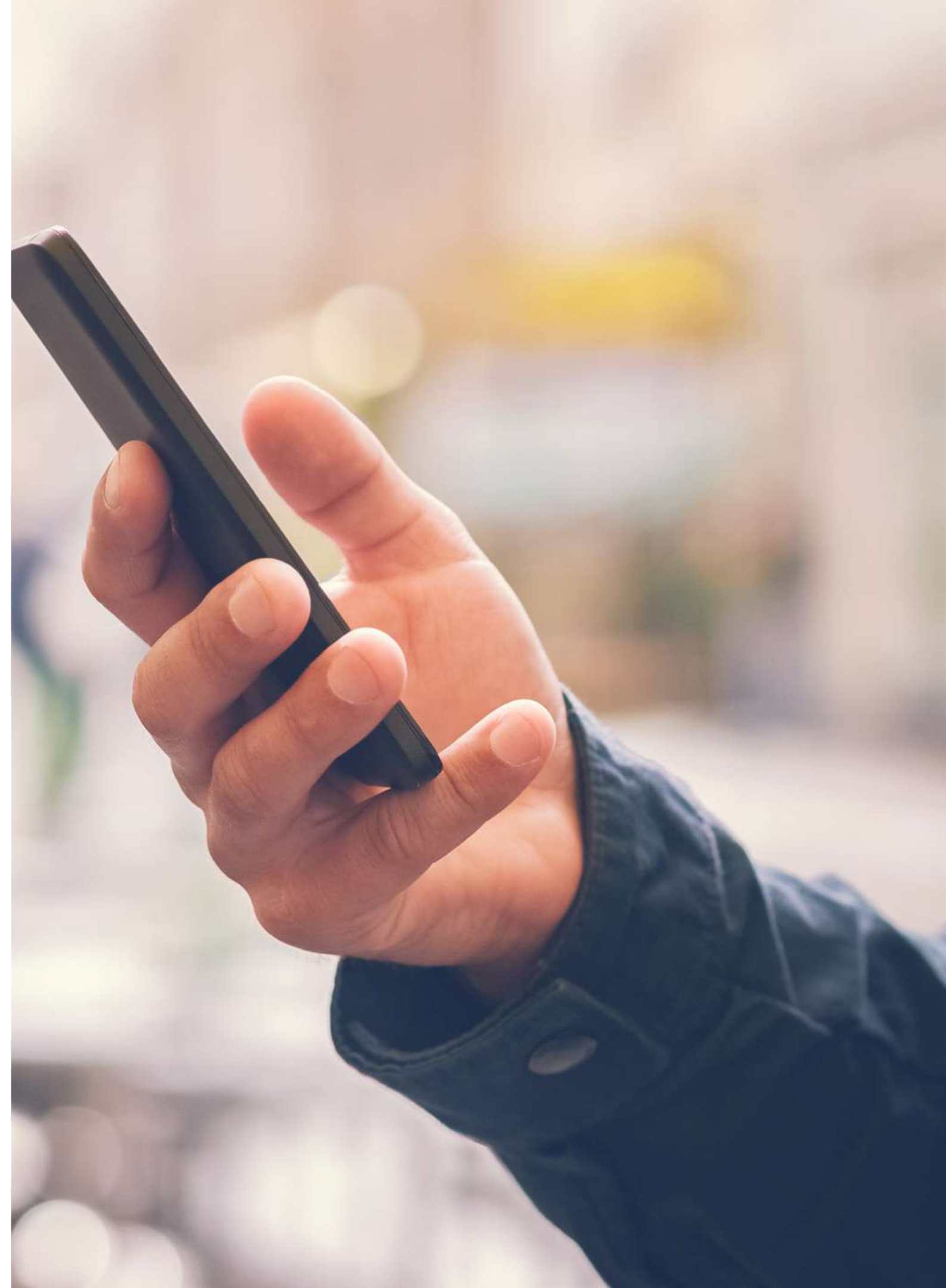


WHAT'S THE FUTURE OF THE SALES DEPARTMENT LOOK LIKE?

1. The first to interact (when the customer is ready) will win the sale
2. Your website will be the best salesperson
3. The showroom experience will matter more than ever



Technology will change how service departments do both their work and how they interact with their customers.



You have to become comfortable
being uncomfortable.

