



New software simplifies vehicle dealer data

Improves reporting and accountability

EVEREST

Case Study

Agency: Idaho Transportation Department, Dealer Services

Industry: Government

Type of Solution: Constituent complaint tracking

BACKGROUND

The Motor Vehicles Division wanted a database driven solution to track public requests about automobile dealers. What they got was a software solution that far exceeded expectations.

A coalition of DMV and Enterprise Technology Services representatives gathered to put the finishing touches on a three-month project that streamlines interaction between ITD and auto dealers.

The quest for a new software solution was a response by Idaho legislators and the governor's office to improve efficiency and accountability. DMV began looking for a new database system because the necessary data analysis and reporting was not immediately available.

"The DMV Registration/Titles business unit identified a need to procure a software tool that tracks dealer-related issues and provides feedback associated with automobile dealerships, state regulations and licensing requirements," explained project manager Linda Ford.

IMMEDIATE RESULTS

ITD selected the Everest software as a replacement for the existing in-house database because it offered the department an opportunity to achieve immediate results. "The Everest system has already enhanced the efficiency of the department by improving the accuracy of dealership information, streamlining day-to-day processes and providing a central repository of all dealership information," Ford explained.

The most common issues tracked in Everest include failure to provide a vehicle title within 30 days, warranty plans and mechanical concerns, failure to disclose salvage/branded title vehicles and vehicle flooring (temporary financing for dealers).

Achieve Immediate Results

"The Everest system has already enhanced the efficiency of the department by improving the accuracy of dealership information, streamlining day-to-day processes and providing a central repository of all dealership information."

Idaho has about 1,225 licensed new and used car dealers, with a relatively steady turnover (closures and openings) of about 65 dealers annually.

IMPROVE PRODUCTIVITY

The new Everest system does far more than addressing public inquiries and concerns about Idaho auto dealers, Ford explained. It tracks enforcement actions against dealers, automates dealer correspondence, streamlines processes and generates reports for management; all with greater efficiency and improved workflow.

Information that previously resided in three or four locations, now will be consolidated into one, easy to access repository.

Members of the Everest Project core team included Peggy Anderson, Sharron Griffin and Daryl Marler. They were responsible for preparing dealer data for integration into the system and helped fine-tune Everest and associated data, Ford explained. Team members credited Ford for pulling the project together so quickly.

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