

SRM

Video Inspections Reporting Suite

Gain insights into how videos deliver measurable revenue, faster approvals and better customer experiences.

The Video Inspections Reporting Suite offers dashboards and reports that compare cases with video inspections to those without—across all locations, by service provider, by service advisor and including detailed event data—to reveal where video is driving value and opportunities to scale your success. All are accessible using SRM Insite.

Understand the Big Picture and Deliver Results

See organization-wide Key Performance Indicators (KPIs) and month-over-month trends for parts, labor, approval behavior and cycle times. You can identify bottlenecks and understand opportunities to standardize best practices across locations to achieve the following:

- **More revenue per case:** quantify increased parts and labor sales tied to video usage
- **Faster estimate approvals:** identify reduced hold times waiting for authorization
- **Higher conversion:** track improvements in estimate approval rates
- **Ensure compliance:** monitor the percentage of cases using video inspections by dealer and by advisor
- **Trends and outliers:** spot sustained gains, seasonal patterns and potential anomalies
- **Audit-ready detail:** drill down to detailed event data to validate timestamps, statuses and revenue

Drive more
revenue and scale
your success with
faster approvals
and higher
conversions.



Examine Shop and Advisor Performance

Rank dealers and advisors by incremental dollars, adoption, approval rate and time-to-approve. You can recognize top performers and target needed improvements where usage is low or results lag.

Additionally, you can access the detailed event data behind every report to confirm data quality, reconcile edge cases and accelerate follow-ups.

Who Benefits

- **Service operations and executive leaders who need clear measures of results**
- **Service managers who are responsible for driving Standard Operating Procedure (SOP) adoption and results**
- **Service advisors who want to replicate high-performing behaviors**



**QUANTIFY THE IMPACT OF VIDEO INSPECTIONS
AND SCALE YOUR SUCCESS**

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