

Source: <https://www.kenect.com/blog/ai-powerhouses-how-two-dealerships-revolutionized-service-efficiency>

Austin Subaru: Redefining Efficiency and Customer Experience

Austin Subaru runs the country's busiest Subaru service center, processing over 4,000 repair orders (ROs) each month. By embracing AI and automation, they've seen measurable improvements across every aspect of their business.

Key Strategies & Results:

24/7 Automated Scheduling

With AI-powered scheduling, customers can book service appointments any time—whether it's midnight, weekends, or holidays—without staff intervention. [Integration](#) with the DMS eliminates manual errors and booking delays.

Result: Austin Subaru saw a 23% increase in monthly service revenue, equating to over \$100,000 in additional revenue and more than 100 new service appointments each month.

Proactive Reminders & Rescheduling

Automated reminders and confirmations reduced no-show rates by 30%, freeing up staff time to focus on more complex customer interactions.

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Customer Engagement That Drives Loyalty

Austin Subaru takes a unique approach to customer hospitality, offering a coffee bar, snacks, fast Wi-Fi, and real-time updates powered by Kenect's automated tools. Customers consistently rated their experience highly, reflected in year-over-year improvements in CSI (Customer Satisfaction Index) scores. 

Cody Penna, General Manager, says it best:

"My return on investment from Kenect over the past 4 to 5 years is so ungodly that I could not imagine ever going back and doing any of this without it."

Ancira Nissan: Excellence Through Automation and Communication

Ancira Nissan, consistently recognized as one of the top 50 Nissan dealers globally, also relies on Kenect's AI-powered tools to enhance their operations. These advancements have delivered high-impact, measurable gains across the business.

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When it comes to maximizing service center revenue, real-world results speak louder than theory. Two standout dealerships—[Austin Subaru](#) and [Ancira Nissan](#)—are setting benchmarks by making artificial intelligence a core part of their operation. Their partnership with [Kenect](#) has transformed the way they schedule, engage with customers, and capture new revenue. The data is clear: the right AI tools not only drive efficiency but deliver quantifiable results that move the bottom line.

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Key Strategies

Recall Outreach at Scale

Using Kenect’s campaign tools since 2021, Ancira Nissan accelerated the speed of recall outreach. What once took days or weeks now happens in seconds, allowing them to “zero out” their recall list regularly.

Result: Recall outreach completion rates increased by over 50%, directly boosting revenue and customer re-engagement. In just 30 days, Ancira generated 400+ ~~repair orders (ROs)~~ and \$100K+ in revenue through recall and decline-service outreach.

Transparency & Real-Time Updates

Customers receive timely, automated updates on job status, estimates, and delays, reducing uncertainty and increasing satisfaction. By keeping customers informed at every step, Ancira Nissan enhances their service experience.

Result: CSI and **NPS (Define?)** scores remained in the top 5% of all Nissan dealerships, contributing to Ancira’s ongoing recognition for customer excellence. With just 8 service advisors, Ancira manages 800-900 ~~repair orders (ROs)~~ per month—something that would require double the staff without Kenect.

A team member shares:

“Kenect’s integration is so seamless, our appointments are booked, reminders are sent, and follow-ups happen automatically. The difference in efficiency and customer feedback is night and day.”

What Sets These Dealerships Apart

Both Austin Subaru and Ancira Nissan set a high bar for service center success. By integrating AI into their daily operations, they achieved impressive, measurable financial growth:

- **23% average increase in monthly revenue** after Kenect implementation
- Over **\$100,000 in new monthly revenue** from streamlined service operations
- More than 100 additional appointments booked per month thanks to AI automation
- **30% reduction in missed appointments** due to automated reminders
- Top **5% CSI and NPS satisfaction scores** in their respective brand categories
- **Recall outreach campaigns completed 50% faster**, bringing back lost customers and revenue

[Kenect's AI platform](#) anchored these results, delivering proven efficiency and tangible ROI for fixed ops leaders.

Key Takeaway

The stories of Austin Subaru and Ancira Nissan prove that integrating AI into ~~your~~ service centers doesn't just help ~~you keep up with~~ meet customer expectations—it **enables you empowers companies** to exceed them. By embracing the right AI tools, these dealerships achieved real-world growth in revenue, efficiency, and customer satisfaction.