



## MEASURABLE RESULTS



**Profit Margin Growth, Actual Customer Results**

Karmak Business Consulting brings value to your company. Our consulting team doesn't just suggest changes. They work with you to implement change that fits your specific needs and they give you the tools to continue to grow long after they have left your facility.

Most importantly, our customers see measurable results. Shown in the graph above, customers that have worked with our consulting team on price restructuring have seen significant increases in profit margins that continued well after the consultant had left. Some of those same customers have seen their price overrides cut by 19% as well.

**On average, our consulting customers make their investment back in 46 days.**

### Contact Us Today

We would love to talk to you about what Karmak Business Consulting can do for you.

Contact Dave Clark, Manager of Business Consulting, at 800-252-7625 (USA), 800-527-6252 (Canada), or [consulting@karmak.com](mailto:consulting@karmak.com).

**WWW.KARMAK.COM**

# KARMAK

## BUSINESS CONSULTING

**“This process showed us that you can increase customer service, add customer value AND increase profitability — all at the same time.”**

Bob Neitzke, President, GATR Volvo Truck Center,  
2011 Volvo Truck Dealer of the Year



### Karmak Business Consulting

Karmak’s consultants are industry veterans who will focus on your specific needs, pinpoint problem areas, and work with you to develop methods for increasing efficiency, growing profitability, and maximizing use of the Karmak software.

Our consulting team is dedicated to helping you overcome the unique challenges you are facing, but the following are some things Karmak consultants have helped out with to alleviate pain points for other customers:

- ◆ Restructuring pricing for improved profitability
- ◆ Performing department management functions during transitions
- ◆ Improving gross profit margins
- ◆ Assisting in identifying key training needs
- ◆ Developing accounts receivable policies and procedures
- ◆ Helping in the implementation of best practices
- ◆ Aiding inventory reconciliation and supporting processes
- ◆ Offering data sharing, enterprise-wide reporting and reporting flexibility



### Consulting Delivers Results for Yancey Truck Centers

“We need help here.”

I imagine many of you have had this same type of realization about your business at one point or another. You’re working hard, putting your blood, sweat, and tears into the business day after day, but you just aren’t seeing the results that you need to see.



Not too long ago, Darin Moxley, parts operations manager of Yancey Truck Centers, was in that exact situation. He had seen a drop in parts margins and price overrides had gotten out of hand. His shops weren’t reaching their profit potential and the parts counter staff were spending far too much time and effort overriding prices.

**Gross profit margins jumped 4% almost overnight. When you consider that’s \$4 on top of every \$100 of sales, that’s no small increase.**

Not quite sure what his next move needed to be, he called a friend in the industry, Chuck Sowers, the General Manager of Tom Nehl Truck Company. Chuck recommended that he look into working with Karmak Business Consulting and specifically, Dave Clark.

According to Darin, “Dave speaks with a lot of credibility. He doesn’t come in to just dictate and make assumptions. He says ‘every other dealer does it this way, but you all truly may be different.’”

For 90 days, Dave worked with Yancey, where everyone really bought into the process.

“For us, it was the most important thing we had going,” Darin said.

The dedication and hands-on work paid off and Yancey immediately saw the results. Gross profit margins jumped 4% almost overnight. When you consider that’s \$4 on top of every \$100 of sales, that’s no small increase.

Thanks in part to the work on these issues, Yancey has continued to grow as they have since they began. Since working with Karmak business consulting, they have added three new locations, two in Augusta, Georgia and one in Columbus, Georgia. All told, Yancey has built eight locations in just four years of existence.

Darin is such a proponent of Karmak’s product and consulting that he recommends it to interested colleagues. While talking with a shop owner that was struggling with some of the same issues he had, he put it simply.

“You need Karmak.”