

# The Knowledge Center

Technical Support and Consulting  
That Assures Business Success

Service



When you choose DRB Systems, you can get more than industry-leading technology. You have the opportunity to access our Knowledge Center. More than technical support, our Knowledge Center is a business partner committed to helping you become more successful and profitable.

## We're Here. Always.

We know that your support needs aren't limited to typical business hours. We're always here, even on weekends and holidays. A Rapid Response Annual Support agreement ensures that you have access to unlimited telephone and email support.

### Included Services

- Technical support with 24/7/365 emergency service
- Phone response within minutes, not days
- Priority given to issues that prevent operation
- Access to loaner/swap equipment
- Access to real-time sales and labor stats via StatWatch® from a desktop browser or phone app
- Software updates
- Free remote training

- Hosting and support of data replication and backup
- Hosting and support of e-commerce module

### Added Value Services

- In-person training
- Professional services
- Repair
- Advanced Consultation Services

## Unprecedented Attention to Results

Our goal in the Knowledge Center is to provide ultimate professionalism with the fastest responses and resolutions. Over the past 30+ years, we've developed a sophisticated system to constantly monitor how we are supporting our customers, including:



- Average response times.  
Goal: Answer 80% of incoming calls within 3 minutes
- Average on hold times.  
Goal: Average hold time of two minutes or less
- Time to resolve
- Telephone and online customer satisfaction survey results
- Call audits

We continually make adjustments based on these metrics and reward technicians based on the ability to meet established goals.

Each technician completes a structured training that includes classroom learning and time on the phone with an experienced mentor, gaining both technical and industry expertise. Calls are assigned to team members based on specific levels of training and experience, so you always get the help you need.

## Making Our Systems Work For You

Our products are highly customizable, designed to meet the diverse needs of every customer. We have assembled the largest support staff in the industry (100+ technicians) to not only keep you up and running but to help you tailor our products to maximize the value of your investment.

The Knowledge Center can help you configure your site's workflow to:

- Increase volume
- Lower operating costs
- Improve revenue per car
- Assure the high performance of your operations

**“With a competitor's product, we didn't get the support that we were getting with DRB. I can't say enough nice things about DRB's support.”**

RITA MANDELL,  
Hamilton Mill Carwash, GA