

Overview

Precision Auto Body Shop Deploys Louroe Microphones for Security, Loss Prevention and Customer Retention



Solution components

Verifact A®



Since its inception in 1960, Precision Auto Body Shop has been providing excellent service and craftsmanship for auto body repairs. When the company was first headquartered in Hollywood, California, it was the preferred auto body shop for Hollywood Sports Car and Mercedes-Benz of North America during that time.

Now located a few miles away in Reseda, the family owned business has become a leader in the automobile collision repair industry. Precision Auto Body is Mercedes-Benz Factory Certified as well as BMW Factory Trained. The company is also a Porsche Approved Collision Center and an Audi Authorized Repair Facility.

In 2017, Precision Auto Body sought to make improvements to their security system. In particular, there was a need to deploy a new solution that would provide information that could help improve their business operations.

Service verification was a driving factor for the adoption of new technology. The business owners wanted to ensure that employees were writing down the correct service orders as communicated by customers. After consulting with their local integrator, Precision Auto Body chose to deploy Louroe Electronics' Verifact A® microphone in their main lobby.

The Verifact® A is an omnidirectional microphone that will pick up conversations within a 15-foot radius. With its exceptional sound quality, and voice pickup, it was the perfect fit for the application.

By placing the microphone over the customer service desk in Precision Auto Body, the business owners have a verbal record of all transactions, which can be used to validate service orders and resolve any disputes with employees or customers. The Louroe solution has performed effectively. Staff members are satisfied with the results, and customers appreciate the extra attention to service.