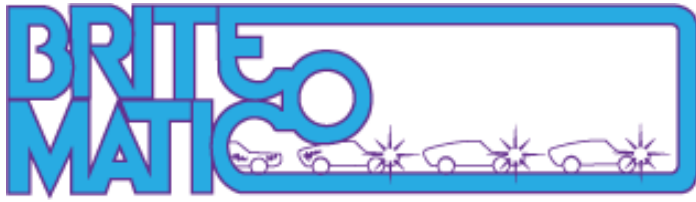


SUCCESS STORY



Overview

Since 1972, Voss Auto Network has been a car dealership leader and innovator in the Dayton/Miami Valley area in Ohio. And for more than 20 years, Voss has trusted Brite-O-Matic.

With a focus on customer trust and retention, Voss knows that small touches, like complimentary car washes, go a long way in reinforcing customer satisfaction and loyalty. And having a trusted supplier like Brite-O-Matic enhances the customer experience without the operational burden of managing the car wash system.

Trusted Partnership

Voss Auto Network's dealerships have been thoughtful in evaluating their car wash options over the years. They've reviewed suppliers both locally and nationally. And while they purchased another local company's car wash at one point, there was simply no comparison to Brite-O-Matic.

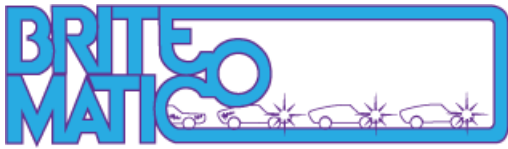
Voss returned to Brite-O-Matic for the same reasons that make the relationship strong today: the hassle-free service experience, responsive support, and reliable equipment. Having a vendor they trust means Voss team members can stay focused on what matters most — delivering a great experience to their customers.



"Brite-O-Matic's attention to all details related to the car wash is great. I don't have to get involved with any issues. I spend less than an hour per year dealing with our dealerships' car wash operations."



– Gregory Stout
CEO



SUCCESS STUDY

The Brite-O-Matic Advantage

Voss leverages Brite-O-Matic's Rental and Full Service Plan, which includes system installation, maintenance, supplies, and fast support for one monthly fee. The program eliminates the need for capital investment while giving the team complete confidence in system performance.

Beyond equipment, Voss values the people behind the service. The Brite-O-Matic team takes care of every detail. It's simple. When you trust your supplier, it makes it really easy to do business with them.

Ongoing Success

With the operation side of the car wash system covered for Voss Auto Network, the Brite-O-Matic partnership continues to deliver value where it matters most:

- ✓ **Hands-Off Reliability:** Brite-O-Matic handles maintenance, supplies, and service — allowing employees to stay focused on customers and leadership to stay out of the weeds.
- ✓ **Operational and Labor Efficiency:** Compared to hand washing, the automated system is far more efficient and cost-effective — an important factor given current labor market challenges.
- ✓ **Customer Expectations, Consistently Met:** While CSI scores remain strong for Voss, missed car washes don't go unnoticed, proving just how much customers value the service.



PARTNER DETAILS

PARTNER NAME

Voss Auto Network

BUSINESS TYPE

New and Used
Car Dealership

YEARS IN OPERATION

50+

NUMBER OF EMPLOYEES

500

LENGTH OF PARTNERSHIP

20+ years

NUMBER OF LOCATIONS

8

Looking for a car wash solution with results you can see?

Contact Brite-O-Matic.

briteomatic.com

800-323-0577

info@briteomatic.com