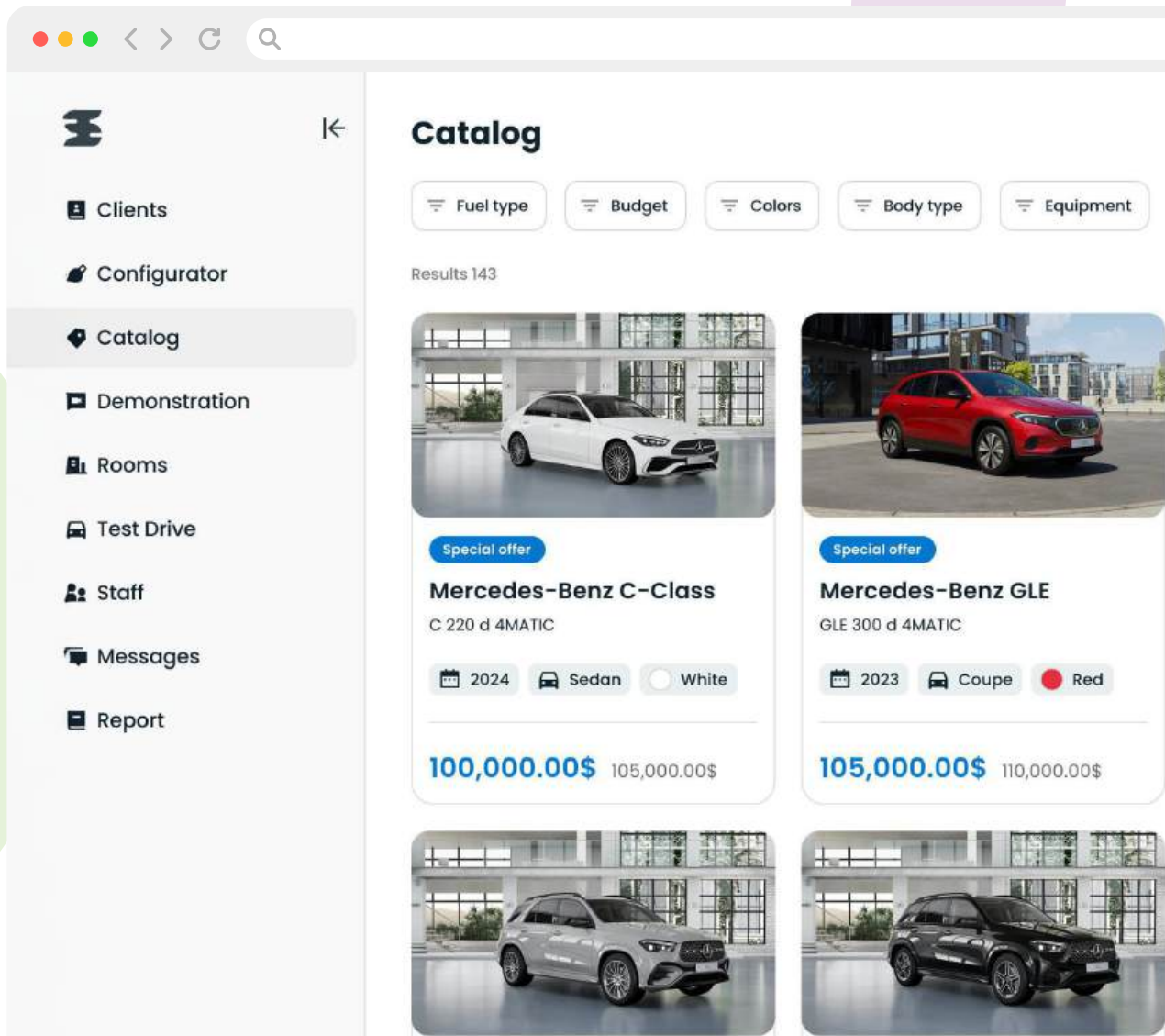


Leading Automotive Dealer

From Manual Operations to
a Scalable Retail System



At a Glance

Industry: **Automotive Retail**

Scope: **Multi-location retail operations**

Focus: **Process automation & system integration**

Outcome:

- Reduced operational complexity
- Unified workflows across locations
- Improved visibility and control



The Situation

As the company's operations expanded, complexity increased faster than systems could support.

- Manual processes slowed down daily operations
- Disconnected tools created inconsistencies in data
- Limited visibility made coordination difficult
- Operational overhead increased with scale
- Decision-making lacked real-time insight

What Changed

- **Automation First**

Replaced repetitive manual tasks with consistent, automated workflows

- **Unified System**

Connected previously isolated tools into a single operational environment

- **Centralized Control**

Enabled real-time visibility and management from one interface

- **Scalable Foundation**

Designed infrastructure to support growth without operational bottlenecks

Operational Shift: Before vs After

Area	Before	After
Sales workflow	Desktop-bound processes	Mobile, real-time access
Customer interactions	Interrupted by system checks	Continuous, data-driven consultations
Documentation	Manual contract handling	Instant automated generation
Customer insight	Fragmented data	Unified customer profiles
Oversight	Limited visibility	Centralized operational dashboard

Implementation Timeline



Phase 1 Operational Assessment

Digicode analyzed existing workflows to identify areas where automation in retail processes could improve efficiency.

Phase 2 Platform Architecture

A mobile-first retail automation system was designed to integrate with dealership management systems.

Phase 3 Mobile Deployment

Tablet applications were introduced to sales teams across dealership locations.

Phase 4 System Integration

The platform was connected with ERP and inventory systems to enable real-time operational data synchronization.

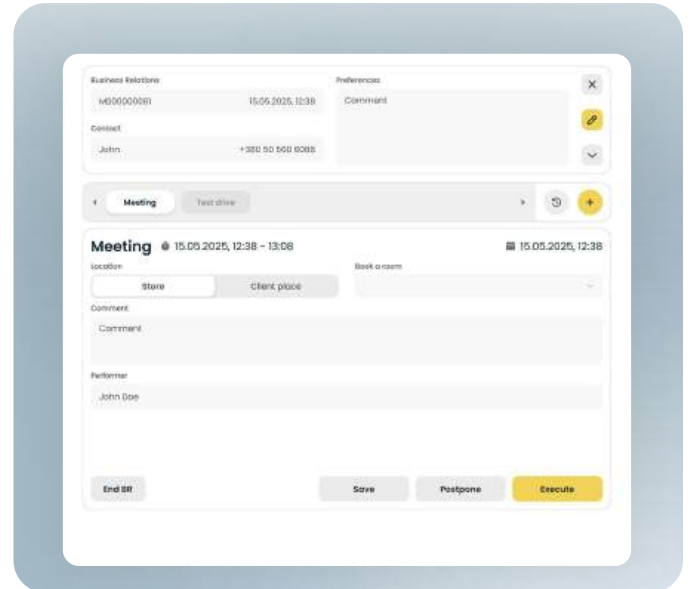
Phase 5 Network Expansion

The system was gradually rolled out across dealership locations, expanding automated retail technologies throughout the network.

Operational Metrics Snapshot

Key improvements included:

- faster consultation cycles due to real-time data access
- reduced administrative workload through automated retail processes
- improved sales mobility through tablet-based workflows
- stronger coordination across dealership locations
- greater operational transparency for corporate leadership



Why It Matters

This transformation changed how the business operates: UkrAvto moved from reactive, manual execution to a controlled, system-driven model.

- Operations became predictable and scalable
- Data became reliable and actionable
- Growth no longer increases operational complexity

This creates a foundation where expansion, efficiency, and control can evolve together. The modular architecture allows UkrAvto to scale automated retail technologies without rebuilding its infrastructure.

Build Operations That Scale With You

Talk to Our Experts →

Explore more about the case →



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