# Reynolds and Reynolds partners with UVeye to enhance vehicle inspection transparency



Reynolds and Reynolds, a prominent provider of retail management systems, has announced a partnership with UVeye, a company specialising in AI-powered vehicle inspection technology, aimed at enhancing transparency within dealership service departments. This collaboration marks a significant advancement in how dealerships communicate with customers regarding their vehicles' maintenance needs.

The integration of these technologies will enable service advisors at participating dealerships to access actionable information when customers arrive for service. Upon arrival, a customer's vehicle will be scanned using UVeye’s sophisticated system. If any issues are detected, the service advisor will receive alerts through Reynolds’ ERA-IGNITE system, allowing them to discuss the findings with the customer immediately.

Omer Bar-Joseph, Chief Commercial Officer of UVeye, highlighted the importance of transparency in customer interactions. Speaking to Auto Remarketing, he stated, “The ability to provide customers with a transparent understanding of potential issues their vehicle may have and not blindside them with unexpected added work builds credibility and goodwill.” He emphasised that fostering positive customer experiences is crucial for retention, asserting that this partnership will assist dealerships in establishing a strong initial customer interaction.

Jim Montella, Service Director of Team Toyota of Princeton in Lawrenceville, New Jersey, voiced enthusiasm about the new capability, noting, “Our service advisors love this new capability. The alert catches their eye and the information it provides makes it easy for them to explain to customers where they may have trouble they didn’t even know about." He added that showcasing vehicle images has enhanced customer trust, as they feel better informed about their vehicle's condition.

The collaboration is intended not only to streamline communications but also to enhance customer satisfaction and acceptance of recommended services. By initiating conversations about vehicle issues early in the service experience, dealerships aim to ensure that customers feel engaged and informed.

Furthermore, UVeye’s advanced inspection technology assists technicians in identifying areas that may required closer examination, contributing to a more thorough and effective maintenance process. The use of visual aids such as photos or videos can further bolster the technician's credibility when explaining necessary repairs to customers.

Jason Sideris, Vice President of Fixed Operations Product Management at Reynolds, remarked on the impact of this integration on service department performance. He stated, “In most service departments, there are two things that lead to happy customers and increased performance — efficiency and upsell percentage.” He underscored that the inclusion of UVeye’s capabilities into the Reynolds Retail Management System is expected to enhance operational efficiency while also positively influencing closing ratios.

The official unveiling of this new functionality is set to take place at the upcoming 2025 NADA Show, scheduled for January 23-26 in New Orleans, where representatives from both companies will showcase the benefits of their integrated systems to the dealership community.

Source: [Noah Wire Services](https://www.noahwire.com)

## Bibliography

1. <https://www.youtube.com/watch?v=sj-YoyibRyI> - This link explains how UVeye's automated vehicle inspection system uses AI and computer vision to scan a vehicle's underbody, tires, and exterior for damage, which supports the claim about the advanced inspection technology.
2. <https://www.prnewswire.com/news-releases/uveye-named-to-times-list-of-the-best-inventions-of-2024-302291549.html> - This article highlights UVeye's AI-powered vehicle inspection technology, recognized by TIME as one of the best inventions of 2024, which corroborates the advanced nature of UVeye's technology.
3. <https://www.caranddriver.com/features/a61689202/uveye-automated-vehicle-scan-inspection-technology/> - This article details how UVeye's Helios technology uses multiple cameras and AI to examine vehicles, supporting the claim about the thoroughness and effectiveness of the inspection process.
4. <https://www.bergerchevy.com/service-uveye-grand-rapids/> - This link provides an example of how UVeye's technology is integrated into service departments, enhancing transparency and customer communication, as mentioned in the partnership announcement.
5. <https://www.caranddriver.com/features/a61689202/uveye-automated-vehicle-scan-inspection-technology/> - This article mentions that UVeye's tech scans over 50,000 vehicles each month, expanding its knowledge base, which supports the claim about the technology's ongoing development and effectiveness.
6. <https://www.prnewswire.com/news-releases/uveye-named-to-times-list-of-the-best-inventions-of-2024-302291549.html> - This article explains how UVeye's AI-powered drive-thru inspection systems are recognized for their transformative impact, which aligns with the partnership's goal of enhancing customer satisfaction and service department performance.
7. <https://www.youtube.com/watch?v=sj-YoyibRyI> - This video describes how the system can detect various issues, including dents, scratches, rust, leaks, and tire wear, which supports the claim about the comprehensive nature of the inspections.
8. <https://www.caranddriver.com/features/a61689202/uveye-automated-vehicle-scan-inspection-technology/> - This article details how the visual aids from UVeye's system enhance customer trust by providing clear images of the vehicle's condition, supporting the claim about improved customer communication.
9. <https://www.prnewswire.com/news-releases/uveye-named-to-times-list-of-the-best-inventions-of-2024-302291549.html> - This article highlights UVeye's mission to bolster innovation in vehicular safety and smart transportation, which aligns with the partnership's goals of enhancing transparency and customer satisfaction.
10. <https://www.caranddriver.com/features/a61689202/uveye-automated-vehicle-scan-inspection-technology/> - This article explains how UVeye's technology assists technicians in identifying areas that require closer examination, contributing to a more thorough maintenance process, as mentioned in the partnership announcement.
11. <https://www.prnewswire.com/news-releases/uveye-named-to-times-list-of-the-best-inventions-of-2024-302291549.html> - This article mentions the recognition of UVeye's technology by TIME, which underscores its impact on the automotive industry, supporting the claim about the significance of the partnership.
12. <https://www.autoremarketing.com/ar/technology/reynolds-uveye-partner-to-integrate-service-department-inspections/> - Please view link - unable to able to access data