PitCrew

PitCrew: AI-Powered Video Intelligence for Your Service Center

One platform that drives value across your entire business — increase revenue, improve customer experience, raise operational efficiency, enhance safety & security, and support claim management.

↑ 10–15%
Faster Services Within 30 Days

↑ $75K–200K
Est. Annual Value Per Store

> "It's like $75K in additional revenue per year for us per store. And that is just at 1.3 to 1.5 extra guests per day because of the increase in speed of service. That's super conservative, too. This isn't a stretch goal."
>
> **— CFO, Multi-State Quick-Lube Franchise Group**

And the more you use PitCrew — **the more stores, the more history** — the more valuable it becomes. Here are the five primary areas where PitCrew's customers see the most impact.

1. **Increasing Throughput and Service Speed**
2. **Empowering Managers and Building a Culture of Performance**
3. **Improving Customer Experience and Retention**
4. **Protecting the Business and Modernizing Legacy Video Systems**
5. **Optimizing Pricing and Planning Demand with Real Data**

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PitCrew

01

Increasing Throughput and Service Speed

PitCrew drives more vehicles through your bays — without adding bays or headcount.

By eliminating bottlenecks, improving staging and flow, and giving technicians real-time feedback that keeps the whole team coordinated, PitCrew makes every bay faster and more efficient.

The more locations reporting, the clearer the picture of which bottlenecks are systemic versus store-specific.

Identify & Eliminate Bottlenecks

PitCrew collects delay reasons across every store with minimal staff input, pinpointing the most common causes of slow service so they can be fixed at the root.

Ensure Finished Vehicles Get Out Quickly

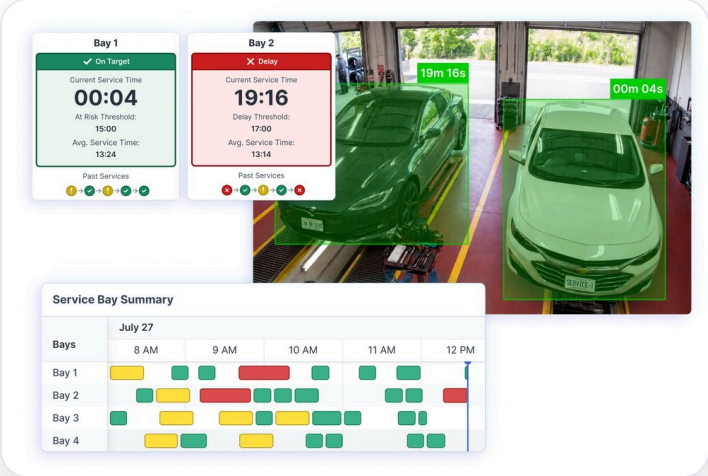
When a service is done but the car is still in the bay, that's wasted capacity. PitCrew alerts your team to move finished vehicles out immediately.

Improve Team Coordination & Consistency

When every tech can see every bay, they stop working in silos — a team that works as a unit, not individuals in parallel.

Drive Performance with Real-Time Feedback

Seeing the clock and color-coded statuses creates a feedback loop that improves performance on its own, no manager intervention required.



WHAT OUR CUSTOMERS ARE SAYING

"Everybody's been keeping each other accountable. Everyone is hopping in. We're getting a lot better with communication and being faster while still giving good service. It's definitely helping us."

— Store Manager, Regional Quick-Lube Franchise Operator

"It can identify bottlenecks in my process. For 10 minutes nobody was working on a vehicle — waiting on parts? on an estimate? I'm using PitCrew to drive efficiencies, but it's also identifying failure points."

— VP Technology, Independent Tire & Auto Shop

"It's helping my greeters place cars accurately, so we don't move so many around. They see 'this car should leave first, so I'll place the next one there.' It's definitely helping the flow."

— Store Manager, Regional Quick-Lube Franchise Operator

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Empowering Managers and Building a Culture of Performance

02

PitCrew replaces gut feel and POS timestamps with objective, camera-based data managers can act on.

PitCrew measures how labor time is actually applied across every bay and shift, straight from live camera data instead of invoices — enabling better coaching, workflow enforcement, benchmarking, and accountability from anywhere.

By expanding PitCrew across more stores, leadership gains a single, consistent window into every operation in the network.

Equip Store Managers to Improve Operations

PitCrew gives store managers live dashboards, daily reports, and video playback to make better decisions and coach their teams with real data.

Encourage Healthy Competition

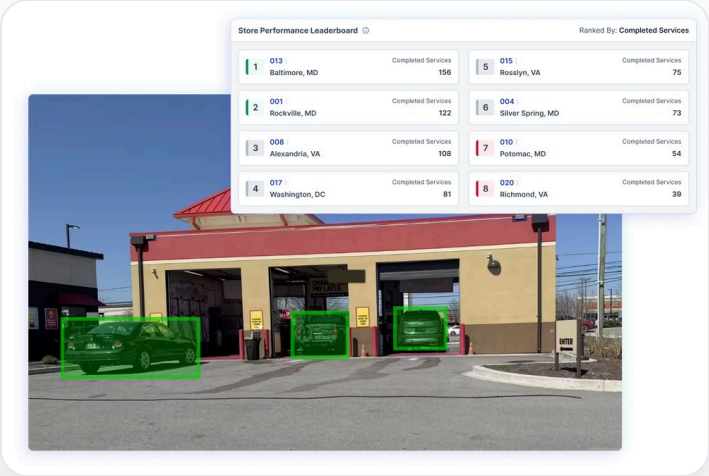
Leaderboards and visible performance metrics create productive competition between technicians and between stores.

Maintain Accountability from Anywhere

Store and district managers can check in on any location's performance from anywhere, without needing to be physically on-site.

Get Ground Truth on Store Performance

Objective, camera-based measurement of what's happening in the bay provides the ground truth to validate assumptions and decide with data never available before.



WHAT OUR CUSTOMERS ARE SAYING

"On my days off I can just open it up and see real quick, and have them explain any issues going on. It's making them more accountable — they're very conscious of the clock."

— Store Manager, Quick-Lube Franchisee

"Initially operations said 'We know how to run our stores efficiently, we don't need data.' But until you see it and realize you can make quicker, better decisions, you don't know what you don't know."

— CIO, Large Instant Oil-Change Franchise Group

"There's been a marked uptick in productivity. The competition has started — everyone's focused on getting cars in and out. The colors make it simple: it's got to be green. It's been fantastic."

— Store Manager, Major Tire Service Brand

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Improving Customer Experience and Retention

03

PitCrew reduces customer loss at every stage of the visit.

PitCrew provides vital customer flow data — from detecting drive-offs to alerting managers when a service runs late so they can get ahead of it.

The more stores running on PitCrew, the more uniformly your customers experience your brand at its best.

Lose Fewer Customers

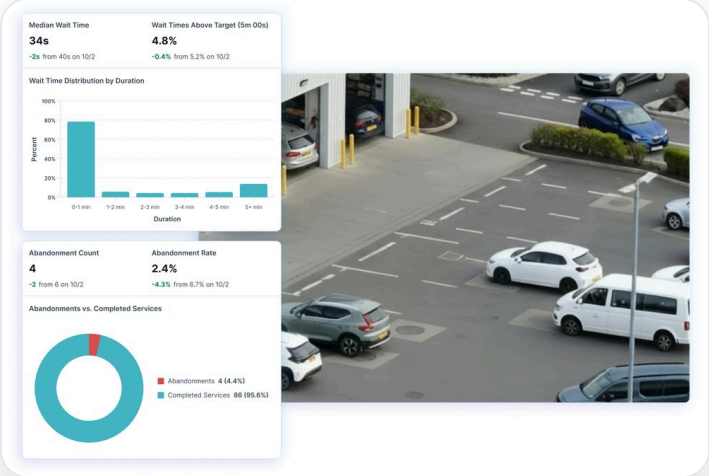
Every visitor intends to buy, so every lost customer is a direct revenue miss. Backlot analytics catch cars that abandon the line, and foot traffic counting reveals your true conversion rate.

Improve Customer Satisfaction

Faster, more consistent service and better customer communication compound into an experience that brings customers back.

Provide Proactive Updates to Waiting Customers

PitCrew alerts managers the moment a service runs long, so they can reach the customer before the customer reaches for their phone.



WHAT OUR CUSTOMERS ARE SAYING

"I think it's perfect. Even my customers like it — I see them looking. He taps his wife: 'Oh, look.' They know what bay they're on. They love it. It's a good interaction."

— Store Manager, Multi-State Quick-Lube Franchise Group

"Really, it's a customer experience improvement. Speed matters. If we materially improve the time it takes to do a service, it's going to lead to better retention over time."

— CFO, Regional Quick-Lube Franchise Operator

"It removes the guesswork. When vehicles are delayed, that's a chance to coach my team. We overcommunicate with customers so they feel involved — we gave a wait time, so if it's delayed, they need to know."

— Store Manager, Major Tire Service Brand

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Protecting the Business and Modernizing Legacy Video Systems

04

PitCrew protects your business from costly incidents — and replaces your legacy Video Management System.

PitCrew catches and deters theft, resolves damage claims and disputes with footage, and replaces your legacy VMS with AI-enhanced coverage that does more for less.

Consolidating onto PitCrew across more locations further reduces vendor complexity and cost.

Make Handling Claims Less Painful

PitCrew gives operators footage of every service to resolve disputes with evidence instead of guesswork — and stop paying out claims they shouldn't.

Upgrade Your Security System

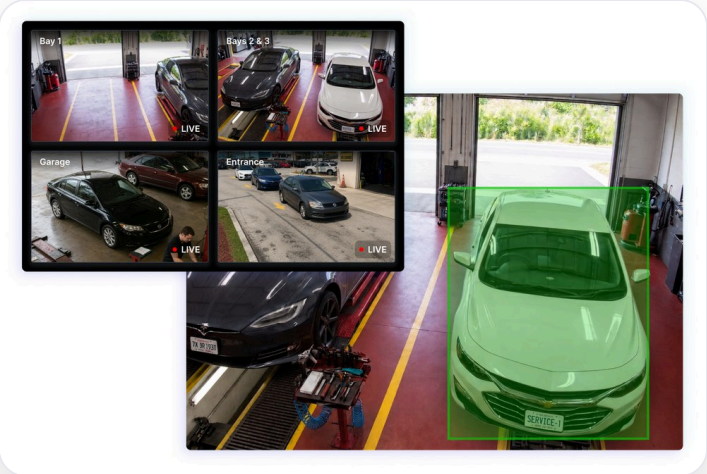
PitCrew replaces legacy security cameras with an AI-enhanced system that proactively detects suspicious activity, while delivering all the operational analytics.

Catch and Stop Employee Theft

PitCrew compares services captured on camera against invoices in your POS, flagging discrepancies that could indicate unbilled work or cash theft.

Modernize and Unify Your Camera Footprint

PitCrew works with whatever cameras you have — and gives you the business case to standardize. When cameras unlock analytics managers want, it stops being a hard sell.



WHAT OUR CUSTOMERS ARE SAYING

"I had customers watching, saying 'Thank you, I appreciate it.' They accused us of stealing something. We watched the whole video and it didn't happen, and they were happy. Cameras don't lie."

— VP Operations, Regional Quick-Lube Franchise Operator

"The number of incidents on a yearly basis is the biggest impact on insurance premiums. Showing the insurer we have a new platform helping us reduce incidents — it's huge for us."

— Security, Safety & Compliance Lead, Multi-State Quick-Lube Franchise Group

"The big deal with POS integration is knowing when there's a car in the bay but no POS transaction. We just busted someone doing cash transactions — car in the bay, nothing on the POS."

— COO, National Oil-Change Franchise Brand

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Optimizing Pricing and Planning Demand with Real Data

05

PitCrew turns real service data into smarter staffing, pricing, and revenue decisions.

PitCrew gives you a continuous feed of actual service duration and demand data — enabling smarter staffing and break scheduling, pricing that reflects true job cost, and more revenue captured during peak demand.

More stores running efficiently during peak demand means more captured revenue network-wide.

Optimize How You Price

PitCrew gives you granular data on how long each service actually takes, broken down by vehicle type and service category.

Optimize Staffing & Reduce Labor Costs

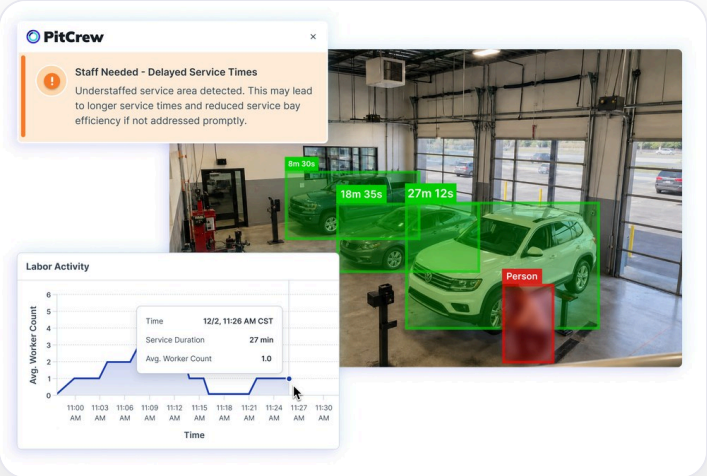
Under-staffing costs you customers; over-staffing costs you money. PitCrew helps you staff correctly by projecting demand from historical foot-traffic and service-volume trends.

Earn More Revenue During High Demand

By improving throughput, PitCrew lets your stores complete more services per bay during your busiest periods — when the revenue impact is highest.

Do More With the Same Team

PitCrew helps each location get more throughput from the same headcount by reducing idle time. In a tight labor market, scaling this grows capacity without growing payroll.



WHAT OUR CUSTOMERS ARE SAYING

"He changed the schedule — last week was the first week he implemented it. He needed to change staffing on Wednesdays, which showed the weakest numbers. He's up five cars a day from last year."

— Executive Director, Multi-State Quick-Lube Franchise Group

"If you have cars waiting, it doesn't take much decrease in service time to get that one extra car per day. And that makes a big deal over a year."

— CIO, Large Instant Oil-Change Franchise Group

"I can tell you from the field — visiting stores and talking with all the staff using the tool, they love it. It's filtered down to everybody. We're seeing double-digit guest count increases."

— Executive Director, Multi-State Quick-Lube Franchise Group

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THE BOTTOM LINE

Five areas of impact. One platform.

Speed, culture, retention, security, economics — PitCrew turns the same footage into value across every part of your operation. And it keeps compounding: **the more stores and history you connect, the more valuable it gets.**

Ready to see what it could mean for your network?

Try PitCrew for free →

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