



Built for dealers by dealers since 2003

Outside-the-Box CRM Thinking

Victory Solutions' approach to developing a CRM was outside-the-box thinking compared to other CRMs. Our vision was to develop a CRM that was designed by dealership personnel for their use. In 2001, we went on a two-year mission interviewing and working with dealers, salespeople, and managers to see what they needed in a CRM. The number one request was simplicity—it had to be easy to use. Most CRMs in the market today have been developed by programmers who love to write code, not build relationships with customers resulting in sales. Features include customer relationship management (CRM), showroom traffic and phone up logging, capturing leads from your website and social media, email and text communication, and customer tracking providing your team exceptional customer service.

VICTORY SOLUTIONS CRM - \$249/MONTH • UNLIMITED USERS • NO SETUP FEES • NO TRANSFER FEES • NO CONTRACT

FEATURE BENEFITS



Dedicated Support

Dedicated team member seven days a week with direct cell number contact. Direct access to the owner: President Jose Juarez 352-572-9405



Lead Management

Track floor traffic, phone ups, digital leads. Search by customers, prospects, and vehicles. Custom digital lead distribution. Track phone, email, and text communications.



Call Center Reporting

Our call center has been in operation from day one. All calls performed by our seasoned Victory team will show up in your Victory CRM under customer files.



Texting Package

Full SMS capabilities to communicate with your customers via text messaging. Optional add-on for \$99/month.



Dashboard

View your daily call-to-action list in one easy report. Managers will be able to see all team members' activities and performance.



Digital Lead Routing

Distribute leads to top performers or use the round-robin approach for fair distribution across your team.



Website Integration

We have partnered with website providers in the industry so all leads flow seamlessly into the CRM.



Dealer Group Integration

Manage multiple store locations with one login using one system for managers and owners.



Call Center Options

We offer several call center services for your store, from digital lead follow-up to 100% guaranteed ROI campaign promotion calls.



Management Reports

Measure team performance and efficiency with comprehensive reporting and analytics tools.

Call Center Services That Drive Results

Victory Solutions Call Center has been serving dealerships since 2003. Our experienced team provides comprehensive call center services designed to increase your sales, improve customer satisfaction, and maximize your ROI. Every call is handled by trained professionals who understand the marine industry and your customers' needs.

OUR CALL CENTER SERVICES

1 Daily Traffic Follow-Up

Follow up on daily floor traffic and phone ups, gathering business intelligence and turning the "just looking" customer into a sold customer.

\$950.00/month

2 Service Customer Follow-Up

Follow up after the repair order is closed, uncovering any hidden customer issues and giving management the opportunity to address them.

\$3.00 per customer

3 Post-Sale Follow-Up

CSI follow-up for all customers who purchase a boat, ensuring customer satisfaction and building long-term relationships.

\$3.00 per customer

4 Campaign Calls

Contact previous customers with offers to trade or purchase a new boat. If the campaign doesn't pay for itself, it's FREE - 100% ROI guarantee!

FREE if campaign doesn't pay for itself!

5 Digital Lead Follow-Up

Our team responds to your digital leads within 5 minutes during operation hours with a real trained representative, not an automated response.

\$499.00/month

6 Dragnet Program

Follow up on everyone who enters the dealership. Find out how many customers never get greeted by your sales team and save deals every month.

\$3.00 per customer not entered by sales

7 Continuous Prospect Follow-Up

Follow up with customers every 60 days who visit the store and do not purchase. Most salespeople drop customers after 30 days - we don't.

\$3.00 per customer billed monthly

WHY VICTORY SOLUTIONS?

A Handshake Is Our Contract

No long-term commitments, no hidden fees. We believe in earning your business every day through exceptional service and support.

Call me directly

Jose Juarez: 352-572-9405

22+ Years of Excellence

Trusted by dealers nationwide since 2003. Built by dealers, for dealers, with your success as our primary focus.