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DRB TRANSITIONS TO REMOTE WORK

The DRB Systems technical support team, known to customers as the Knowledge Center, has seamlessly transitioned to remote work while still providing excellent support for its point-of-sale and other car wash technology solutions in the midst of the Coronavirus pandemic.

In compliance with Ohio’s Stay-At-Home Order, the Knowledge Center’s 105 team members are now supporting customers from their homes, according to Kim Cantrell, DRB’s vice president of service delivery.

“We are using the latest tools, including our cloud-based CRM Salesforce and a phone system that uses softphones to allow agents to receive and make calls just like they were in the office,” Cantrell said. “Our regional team leads and supervisors are utilizing online dashboards to maintain visibility of team performance to ensure we are still maintaining the level of service we do inside DRB headquarters.”

In the 30 days preceding April 8, the Knowledge Center received 15,141 calls, about 20 percent lower than normal due to car washes that have closed as a result of the pandemic, Cantrell said. However, many customers that are closed down are taking advantage of the time to upgrade hardware and prepare for when they will re-open.