



ADVISOR

YOUR TOTAL SERVICE RESOURCE

OVERVIEW

wiADVISOR is the Stellantis premier service lane technology platform, designed to enhance the customer journey, increase dealership efficiency, and drive fixed operations profitability. Through a fully integrated digital ecosystem, wiADVISOR supports every step of the service process – from online scheduling and digital vehicle reception to real-time multipoint inspections and customer communications.

KEY BENEFITS



ENHANCED CUSTOMER EXPERIENCE

- Streamlines the service process with mobile check-in, transparent multipoint inspections, and digital approvals
- Delivers consistent, professional interactions aligned with Stellantis brand standards
- Increases customer trust and satisfaction through real-time service updates and digital communication



DEALER OPERATIONAL EFFICIENCY

- Reduces paperwork and manual entry with bi-directional DMS integration
- Optimizes appointment scheduling and service lane throughput
- Increases Service Advisor and Technician productivity with intuitive digital tools



REVENUE GROWTH OPPORTUNITIES

- Drives higher service sales through upsell of recommended maintenance and repairs with visual MPIs
- Improves Service Contract penetration rates and factory-required maintenance compliance
- Supports real-time marketing campaigns targeting declined services, upcoming maintenance, and recalls



COMPREHENSIVE DATA AND REPORTING

- Offers dealership dashboards and KPIs for utilization, appointment efficiency, service sales, and customer communications
- Provides insights that allow dealerships to identify performance gaps and growth opportunities
- Supports national, regional, and dealer-level performance management



SEAMLESS OEM INTEGRATION

- Interfaces with Stellantis systems like eVIP, Service Contracts, and STAR Parts Catalog
- Supports real-time API connections for third-party integrations (e.g., SiriusXM, tires, transportation services)

THE BOTTOM LINE

wiADVISOR delivers a modern, efficient, and transparent service experience that strengthens dealership profitability, enhances customer loyalty, and positions Stellantis dealers at the forefront of automotive service innovation.



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