



"The customer service Drive provides is 1000% better than 99% of the companies I deal with on a daily basis."

Denny Eubank, Business Development Manager
Capitol Auto Group



Congratulations, You're in Good Company!

DriveCentric puts customers first. That's why we cultivated an ultra-modern service model that takes performance management to the next level. Your dedicated Customer Success Team focuses on a high level of support. Still, their primary goal is to ensure peak utilization of your CRM software to make the most out of your investment.

We put ourselves in your shoes. From onboarding and training through continuous performance management, our team is with you every step of the way to ensure CRM success.

Meet Your Personal Support Team



Customer Success Team

Works closely with you and your team to quickly answer questions, provide data and insights to drive CRM usage and give you exceptional support.



Performance Consultants

With over a decade of automotive retail experience, our consultants are subject matter experts and share best practices that drive processes to improve results.



Online Support

From onboarding to ongoing performance management, your POD handles your business items quickly and efficiently to help improve your bottom line.



DriveUniversity

Free for all DriveCentric customers and designed to train for dealership success and growth – includes new user and on-demand courses and live training events.

Your Support Model

Requirements Gathering

Identify how your dealership operates today, including which third-party applications require integration.

Personalized Support

Live, online assistance is available right inside the CRM and has an average response time of under two minutes. Support is available by email, call request or online chat with instant screen share capabilities. Self-serve support articles are also available at any time.

Business hours:

Monday - Friday, 8:30 am - 7:00 pm CST

Tech Support & Monitoring

Our team of dedicated engineers monitors the system at all times for login or technical concerns and alerts us immediately of any unforeseen issues.

Quality Improvement

We host online workshops and encourage standing monthly meetings to review performance, including the Weekly Digest Reports, accessible at any time.

University Learning Center

We are laser-focused on keeping customers updated with the latest technology and trends and taking their professional skills to the next level.

"Rarely do we find a vendor that teaches us what good customer service looks like, but this is the case with DriveCentric. I cannot recommend them highly enough!"

Ben Bergstrom, Manager
Devils Lake Cars

Ready to go #LiveWithDrive?

Contact DriveCentric today, and move your business forward to a better future.