



How auto dealerships drive sales performance and compliance with Eagle Eye Contract Vault

“Eagle Eye has strengthened our culture of transparency and trust. It gives our guests confidence, supports compliance, and enables our leaders to coach more effectively, all in alignment with our commitment to delivering an Awesome Guest Experience.”

Steve Alaimo, Variable Operations Director, Tony Group



INDUSTRY:

Automotive / Dealership Group

LOCATIONS:

Seven (7) dealerships across Hawaii, representing multiple leading automotive brands

SOLUTION:

Eagle Eye Contract Vault

Cloud-based storage with secure, searchable deal-number indexing

Authorized remote access and video sharing

In the face of changing regulations and increasing industry scrutiny, Tony Group, one of Hawaii's leading automotive dealership groups, implemented Eagle Eye Contract Vault. Tony Group wanted a reliable way to document transactions and increase accountability, enhance compliance processes, and ensure consistent training across its Finance & Insurance departments.

In a multi-brand, high-volume operation, Tony Group uses it to maintain operational consistency, minimize compliance risks, and ensure a secure, transparent experience for every guest.

The Challenge: Compliance, fraud prevention, and training gaps

- **Compliance requirements:** Automotive finance offices face regulatory scrutiny and evolving industry standards that demand consistent documentation and accountability.
- **Dispute prevention:** Tony Group sought a solution that reduced exposure to potential fraud or misrepresentation by ensuring accurate documentation of all finance conversations.
- **Training consistency:** Leadership needed greater visibility to ensure finance processes were delivered consistently and aligned with the company's guest experience standards.

The Solution: Eagle Eye Contract Vault in every finance office

Tony Group installed Eagle Eye's Contract Vault in each of its 15 finance offices, ensuring every contract negotiation and product presentation is securely recorded and archived. Finance sessions are securely recorded from start to finish to ensure full transparency and documentation of the guest interaction. Recordings are securely stored and indexed for quick, authorized retrieval when needed for compliance review, leadership coaching, or guest assurance.configurable retention policies, and secure video sharing.

Benefits of the solution:

- Secure cloud storage helps protect data integrity and enables authorized sharing for compliance or review purposes when appropriate.
- Advanced playback capabilities facilitate focused coaching and performance development within defined guidelines.
- Streamlined workflows optimize storage usage and ensure recordings are captured only when necessary.

The Results: Improved compliance, training, and sales performance

- **Compliance & transparency:** The system reinforces accountability and protects both the guests and the dealerships. Video documentation supports compliance reviews and dispute resolution when needed.
- **Training effectiveness:** Managers use selected recordings to coach associates, reinforcing communication and presentation standards that elevate performance.
- **Sales impact:** Since implementing Eagle Eye Contract Vault, Tony Group has achieved service contract results that far exceed the industry average of 50–55%.
- **Operational efficiency:** Deal-specific indexing enables managers to retrieve recordings in seconds, improving productivity and reducing review time
- **Customer trust:** By openly recording finance sessions, the dealership reinforces its culture of transparency and delivers on its "AGE" motto—Awesome Guest Experience.

