



POWERSHIFT PARTNERS

PEOPLE | PROCESS | PERFORMANCE

Driving performance in the automotive aftermarket.

An exceptional product deserves an exceptional customer experience.

Customer Excellence for the automotive aftermarket. We help you deliver personal, knowledgeable service and build the people, processes, and systems to sustain it as your business grows.

Behind every part, a personal vision. A restoration. A faster lap. A vehicle that feels uniquely theirs. When customers cannot reach a person or must chase answers, loyalty and sales suffer, while repeated contacts consume your team's time.

You've built your business around exceptional performance products. As your business grows, so do the demands on your team. PowerShift provides knowledgeable, personal customer support tailored to your needs, volume, and budget, so your team can stay focused on developing exceptional performance products while we help you care for customers as your business grows.

CUSTOMER EXCELLENCE

Three levels of support. Each level includes the ones before it.

LEVEL 1

Inbound support

Add live phone support alongside your existing customer-service channels, staffed by trained car enthusiasts who understand your products and processes. We answer urgent questions, resolve concerns, and get enthusiasts back to their builds.

Faster help and fewer repeat contacts.

LEVEL 2

Issue resolution

Resources to document, investigate, and own issues through resolution, keep customers informed, and address root causes with your team.

Fewer recurring issues and lower avoidable costs.

LEVEL 3

Voice of the Customer

A feedback loop combining proactive listening and service data to find emerging problems, drive action, and verify improvements.

Earlier intervention to protect customer loyalty.

YOUR TEAM. OUR COMMITMENT.

Operational leadership and automotive passion. Scott Dickler brings more than 20 years leading operations for businesses with billions in revenue - improving service while controlling costs - and firsthand participation in the enthusiast community. Our teams will consist exclusively of car enthusiasts, extensively trained on your products, operating model, and culture in partnership with your team.

Built around your business and budget. Add capacity to your team or entrust us with the agreed customer-facing operation. Coverage, workflows, escalation, and technology integration are custom-built. Fees vary with the volume and level of assistance; scope, pricing, and any setup or training costs are agreed before launch.

INFRASTRUCTURE THAT GROWS WITH YOU

At every level, we build shared knowledge, clear ownership, dependable handoffs, capacity planning, and reporting. Practical technology and automation support knowledgeable human care. Your team retains technical, product, and policy decisions.

VALUE YOU CAN MEASURE

Together, we establish a baseline, set clear program goals, and measure performance over time to demonstrate results and a strong return on investment.

Let's meet at SEMA to discuss your service priorities and a focused pilot.