



For Immediate Release

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## Mitchell 1 Enhances Manager SE Shop Management Program to Increase Automotive Fleet Integration

**SAN DIEGO, Calif. – Sept. 27, 2021** – Mitchell 1 announces the most recent release of its [Manager™ SE](#) shop management software includes new automotive fleet management and communication features.

The latest enhancements in Manager SE increase a service provider's capability to integrate and communicate with their automotive fleet customers. Repair facilities using Manager SE to track shop productivity can now seamlessly integrate with their fleet customer's management system, allowing them to quickly share estimates, service records and other information.

The new integration creates better alignment between shops that utilize Mitchell 1 shop management systems and the automotive fleets they service.

“At Mitchell 1 we are passionately focused on driving efficiencies throughout the repair process,” said Ben Johnson, director of product management at Mitchell 1. “Integrating with fleet management systems is a natural next step. Since we've incorporated the integration in the shop's normal workflow, it is much easier to interact with a fleet customer.”

While a service operation is focused on documenting all repairs done at their shop, fleet operators are focused on documenting all repairs done on the assets they maintain (cars, trucks, trailers, etc.). Typically, as an asset is serviced at a shop, there are a variety of phone calls made – to schedule the appointment, to gain approval for work needed and for final invoicing and payment terms. Some fleet management companies offer a self-serve portal that shops can use to perform all of these functions, but those require double-entry into the shop's management system as well.

With integration to Manager SE, automotive fleets requiring service on their vehicles can send requests to a service provider directly from their management system to Mitchell 1's shop management system. Without ever picking up a phone, the service provider can accept the work, share estimates, get approvals and even get paid. Importantly, the final record of the repair is shared with the fleet management system so the vehicle's service history is maintained there as well as at the servicing shop. This efficient communication eliminates manual entry on two systems, as well as much of the back-and-forth delays inherent in getting vehicles scheduled in and through the repair process.

For information about Mitchell 1, visit [www.mitchell1.com](http://www.mitchell1.com), call (888) 724-6742 or locate an independent sales consultant at [www.mitchellrep.com](http://www.mitchellrep.com).

**About Mitchell 1:**

Headquartered in San Diego, California, Mitchell 1 has been a leading provider of repair information solutions to the motor vehicle industry for more than 100 years. Mitchell 1 offers a complete line of integrated repair shop software and services to help automotive and commercial truck professionals improve productivity and profitability. ProDemand® optimized with SureTrack® is the most complete solution for OEM and real-world repair information and diagnostics. Manager™ SE is the industry standard for mechanical estimating and shop management information. The SocialCRM shop marketing service delivers automated marketing and customer engagement tools to help shop owners improve their bottom line profits. For the commercial trucking segment, TruckSeries provides information required to estimate labor times, diagnose and repair all makes of Class 4-8 trucks. For more information about Mitchell 1 products and services, visit the company's website at [mitchell1.com](http://mitchell1.com). Follow Mitchell 1 on social media at <https://www.facebook.com/Mitchell1ShopSolutions>, <https://www.instagram.com/mitchell1shopsolutions> and <https://twitter.com/Mitchell1>.

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