



# Low-Code ERP in Action: Move Fast Without Breaking Anything

**Dent Wizard International, established in 1983, is North America's largest provider of automotive reconditioning services.**



Customizing traditional ERP systems can be a long and expensive process, especially when dealing with applications used by a remote workforce. One small modification can mean spending weeks to create, test, train users, and deploy it to the field. Today, a low-code tool set can bring speed and agility to ERP that gives manufacturers and supply chain organizations a competitive advantage. Business people can now tailor applications for specific job functions in the field to maximize efficiency and improve the user's experience.

Here is the story of how Dent Wizard created customized mobile apps using Salesforce Lightning Flows with Rootstock Cloud ERP to support their 287 technicians on the road, improving inventory control and customer service.

## Managing Growth, Inventory, and Customization

Dent Wizard is the largest automotive locksmith company in the United States. What began as a service to the major car auction business in North America, has grown significantly over the years. With that growth came the need for more speed and flexibility from their systems. The Dent Wizard management team wanted a higher degree of automation to cut down on manual processes.



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**DENT WIZARD MANAGEMENT TEAM**

287 technicians on the road every day create an enormous number of transactions while ordering, fulfilling and building keys. Managing inventory was a huge challenge across mobile units and territories. Taking annual inventory was manual and tedious, relying on spreadsheets that had to be uploaded and reconciled for over 3000 keys. There was just too much manual entry happening in the field and on the backend.

Before using Lightning, custom configuration did not come easy. It took 6-8 weeks to make a change, test it and roll it out to the field. When they got feedback or suggested changes from the field, they had to wait until they could go through the cycle again. When updates were made to the ERP system, they had to test again across modules to make sure there weren't any unintended impacts to their customizations.

### **Low-code and Mobile: Learning to Fish**

Dent Wizard used Salesforce Lightning flows with Rootstock mobile apps to automate inventory transactions that would give them better inventory control and accuracy.

According to Dent Wizard management, Rootstock helped create many of the initial flows but, “Rootstock also taught us how to fish” so that they have ownership of the code and can leverage this low-code technology to make their own changes.

Dent Wizard management praises the new low-code process for making changes and rolling them out to the field, “The lead times have been cut down. Now we can make a change and push it to a test group in a matter of hours versus a matter of weeks.” It's an agile development process now instead of the old waterfall process.

Moving to flow technology gave them visibility to the application changes, so that even if Rootstock makes a change, they are able to look at the flow and view the database that is touched, and the API it used. That visibility allows them to see how any changes they make may impact other modules. Also, knowing that business rules are enforced with standard Salesforce and Rootstock security built in, gives them more peace of mind when adding custom objects and creating dashboards.

### **On the App Store – Inventory Locator**

Dent Wizard puts their mobile apps on the app store for both Apple and Android to make them readily available to the field. This allows them to easily roll out or roll back versions as needed.





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One example of what they’ve developed so far is an Inventory Locator. Each mobile unit stocks their own inventory of keys, and good customer service depends on a rapid response to order, fulfill and build the right key quickly. In the past, if the tech didn’t have a key in the truck, it would have to be ordered and the customer would have to wait another day. Now the tech can tell if the key is available close by, perhaps in another truck, so the customer doesn’t have to wait. Dent Wizard management says, “That may not seem like a lot, but when you’re the customer waiting on the key, that’s a big deal.”

### **Big Win: Inventory Optimization**

Beyond improving the customer experience, Dent Wizard is saving time and money with better controls and greater accuracy. They have rolled out a new cycle count app to their techs. It makes all the inventory adjustments as they count, with automation centrally on the backend. A dashboard shows exactly what’s on a truck, shows what’s found or lost to the penny, and provides comparison truck by truck.

Dent Wizard credit the automation with helping reduce inventory shrinkage by 50%; one of the biggest wins from the automation they’ve put in place so far.

### **Beyond Mobile Apps**

Back at the home office, Salesforce Lightning Flows with Rootstock Cloud ERP are helping to optimize some of the transactions that took the most time and the most screens to process. Dent Wizard now sees a 30-50% reduction in the time it takes to process these high-volume transactions. For example, if a purchase order needs to be modified, because the order was short or a key was wrong, it used to take 6-8 screens and 25 mouse clicks. Now it’s just a few short keystrokes.

Management estimates that going forward they will be able to keep tighter levels of inventory with more frequent cycle counts. He also sees the potential for a reduction of 20% in inventory across the whole product life cycle.

### **Plans for the Future:**

With feedback from their teams, Dent Wizard will continue to use this low-code method to add and refine both the mobile and back-end flows. “That’s the beauty of the flows, they’re very easily changed,” says Dent Wizard management.

They also add, “We feel like we have a platform that can actually automate where we need to, give us visibility when we need it, and give us the flexibility to change with business.”





## About Dent Wizard:

Dent Wizard International, established in 1983, is North America's largest provider of automotive reconditioning services. Services include paintless dent removal, minor paint and bumper repair, wheel repair, interior repair, windshield repair, detail services, appraisal and catastrophe support, and key origination and duplication. In addition, Dent Wizard offers vehicle protection products through Sonsio Vehicle Protection. Dent Wizard serves the automotive industry's leading companies through a diverse mix of customer channels: dealers, auctions, rental, OEM, auto body shops and insurance companies. Dent Wizard is transforming the automotive reconditioning markets through its full-service solutions and unmatched scale and expertise. The company's value proposition, track record of quality and service, sophisticated scalable infrastructure, best-in-class technicians and entrepreneurial management team are reasons Dent Wizard is the leading North American platform. A subsidiary of Dealer Tire LLC, St. Louis-based Dent Wizard operates throughout North America. For more information visit [www.dentwizard.com](http://www.dentwizard.com).



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