

EXCLUSIVE UPDATEPROMISE DEALER PARTNER BENEFIT

FIXED OPS TRAINING ACADEMY INCLUDED FOR FREE.

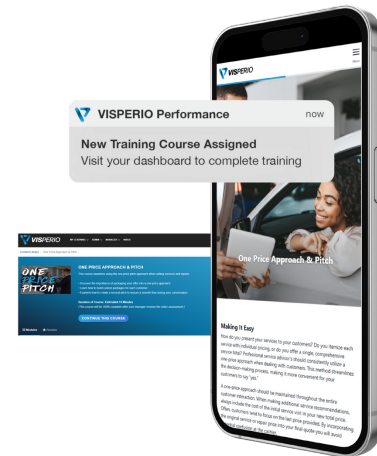
Full Academy access. At no charge.

Practical training, expert guidance, and daily accountability for the people behind every great service experience.

KNOWLEDGE. EXECUTION. ACCOUNTABILITY.

Discover the training solution that delivers all three, without disrupting your service drive.

UpdatePromise technology + VISPERIO training.
Help your people turn knowledge into action.



400+

COURSES &
RESOURCES

Monthly

PERFORMANCE
MEETING*

24/7

ONLINE ACADEMY
ACCESS

*For new and existing UpdatePromise dealer partners: complimentary Academy access for the first 45 days, including one virtual performance meeting. Performance Lab and FLA are available separately. See page 6 for offer details.

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Discover the training solution that delivers all three without disrupting your service drive.

TRAINING FOR YOUR ENTIRE FIXED OPS TEAM

**SERVICE
ADVISORS**

**SERVICE
MANAGERS**

**SHOP
FOREMAN**

**BDC
TEAMS**

**PARTS
MANAGERS**

KNOWLEDGE

400+ courses & resources

Practical Fixed Ops learning in one complete training library.

Personalized learning paths

Training tailored to your dealership and each team member.

24/7 mobile access

Learn on demand, on your schedule, from any device.

EXECUTION

Video roleplay & assessments

Practice real conversations and put new skills into action.

Live group sessions

Practical service-drive strategies and shared best practices.

Centralized resource hub

Keep custom videos, documents, and SOPs in one place.

ACCOUNTABILITY

Monthly performance meeting*

Leadership insight, manager coaching, and next-step priorities.

Team feedback loop

Two-way feedback for focused coaching and growth.

Progress & reporting

Course assignments, engagement tracking, accountability tools, and tailored reports.

Full Academy access. At no charge.

An exclusive benefit for UpdatePromise dealer partners.

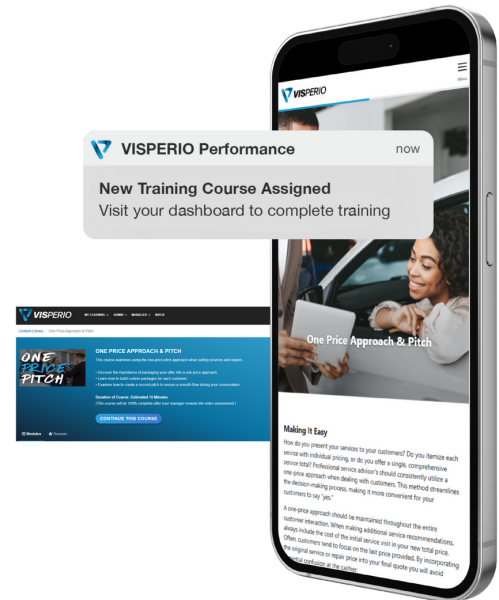
*One performance meeting is included during the complimentary 45-day period. Full offer details on page 6.

ONLY 30 MINUTES A WEEK. REAL RESULTS.

Focused learning. Practical application. Ongoing accountability.
Develop your team without disrupting your service drive.

BUILD THE SKILLS THAT SUPPORT:

- ✓ Higher sales performance
- ✓ Stronger advisor confidence
- ✓ Greater technician proficiency
- ✓ Increased flagged labor hours
- ✓ Better gross profit & margins
- ✓ Increased effective labor rate
- ✓ Stronger team culture and community



A performance meeting with purpose.

Your complimentary period includes one virtual performance meeting. Review training progress, discuss team priorities, and leave with practical next steps for your dealership.

Learn. Apply. Review. Keep moving forward.



Allow 30 minutes a week for online learning. Performance meetings, onsite training, and FLA involve additional scheduled time.

OPTIONAL LIVE TRAINING / AT YOUR DEALERSHIP

PERFORMANCE LAB

Build stronger habits
where service happens.

One-day launch. Quarterly onsite development.

On the drive. With your team.

Start with a one-day onsite launch. Then, approximately every 90 days, bring your team together for a full day of service-drive practice and a leadership performance meeting. Academy development continues between visits.

01 LAUNCH

One full day

Introduce the program and begin hands-on training.

02 BETWEEN VISITS

Keep building

Apply feedback through ongoing Academy training.

03 EVERY 90 DAYS

Return to the drive

Practice together, review progress, and reset priorities.

Coach on your drive

Practice walk-arounds and service recommendations in real dealership situations.

Build advisor confidence

Role-play customer questions and objections, then apply practical feedback.

Connect service and parts

Strengthen handoffs and align expectations for a consistent customer experience.

Plan the next 90 days

Review progress with leadership. Set priorities, clear actions, and ownership.

Performance Lab is an additional program, available separately from the complimentary Academy benefit. Scheduling is coordinated with your dealership.

FUTURE LEADERSHIP ACADEMY / FLA

BUILD YOUR NEXT GENERATION OF LEADERS.

12 months. One goal.

Identify talent. Invest in development. Promote to success.

Prepare your next leader before the role is open.

A structured service manager development program for current managers and high-potential team members ready to lead. Build capability through coaching, applied work, and shared accountability.

12 monthsSTRUCTURED
CURRICULUM**2 hours**LIVE GROUP TRAINING
EACH MONTH**1 hour**APPROX. WEEKLY
COURSEWORK

A clear path from potential to leadership.

- | | |
|---|---|
| 01 Leadership & transition | 07 Decision-making & root causes |
| 02 Financial drivers & modeling | 08 Shop efficiency & technician management |
| 03 Building a high-performing team | 09 Department process & performance |
| 04 Staffing & structure | 10 Operational control & forecasting |
| 05 Fixed Ops sales strategy | 11 Strategic growth & marketing |
| 06 Team development & engagement | 12 Final Capstone Project and Graduation |

Live coaching. Applied projects. Shared accountability.

Interactive sessions, roleplay, dealership projects, quarterly book assignments, progress tracking, and a supportive peer community keep learning connected to the work.

Individual enrollment and private dealer-group cohorts of up to 12 participants are available. FLA is a separate 12-month program and is not included in complimentary Academy access.

LET'S GET YOUR TEAM STARTED.

VISPERIO handles onboarding so your dealership can focus on learning, applying new skills, and developing its people.

01

Connect

Tell your UpdatePromise representative you are ready to activate your Academy benefit.

02

Activate

VISPERIO works directly with your dealership to set up access and get your team started.

03

Apply

Begin learning and schedule your included virtual performance meeting with VISPERIO.

Continue developing, your way.

Fixed Ops Academy

On-demand training, progress tracking, and leadership support.

Performance Lab

Hands-on service-drive training. Quarterly performance meetings.

Future Leadership Academy

Prepare current and future service managers through a structured 12-month program.

EXPLORE VISPERIO

Scan to learn more about your next step.

visperio.com



Offer details: Complimentary Academy access is available to new and existing UpdatePromise dealer partners who are UpdatePromise customers, for the first 45 days. Includes one virtual performance meeting. Performance Lab and Future Leadership Academy are separate programs requiring additional enrollment. Continued Academy participation beyond 45 days is arranged with VISPERIO.