



Lean, Mean, Selling Machine:

THE MUSIC CITY AUTOPLEX BLUEPRINT



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You don't need more people. **You need full coverage.**

At strong independent stores, the team isn't the problem. Your people know how to work a deal. They follow up. They move metal.

But even in a strong operation, there are moments where things slip:

- A lead comes in after hours and sits
- The floor gets slammed on a Saturday
- A be-back never gets worked again
- Monday follow-up never fully catches up

Individually, those don't feel like big misses. But over time, they cost you real deals.

**Music City Autoplex didn't change
their team.
They made sure nothing got missed.**



A Strong Operation That Wanted to Stay Ahead



Music City Autoplex is a high-performing independent dealership led by owner **John Hooper**. This isn't a store trying to figure things out. It's a store that already runs lean, holds its team accountable, and knows how to sell.

But like any lean operation, there were moments where things didn't get worked the way they should. That's where the shift happened.

“

We didn't add people. We just made sure every lead got worked. That alone changed our numbers.”

— **John Hooper**, Owner, Music City Autoplex

The Real Problem: Gaps You Don't See Until It's Too Late

The issue wasn't effort. It was coverage.

Even with a good team:

- Not every up gets a fast response
- Not every follow-up happens when it should
- Not every conversation keeps moving
- Not every opportunity gets a second shot

It shows up later as:

- Missed appointments
- Lower show rates
- Deals that never come back

In a lean store, those gaps are easy to overlook.
But they're exactly where deals get lost.

WHAT CHANGED:

Every Opportunity Gets Worked

Instead of relying on timing, availability, or memory, Music City Autoplex built a process where every lead was covered using the tools at their disposal.

With **DriveCentric**:



Every lead got a fast response, whether it came in at noon or 9pm



Follow-up happened consistently, not just when their team had time



Conversations kept moving, even when the floor got busy



Older leads were worked again

**No added headcount.
No extra workload for the team.**

Instead, they got full coverage across every opportunity.



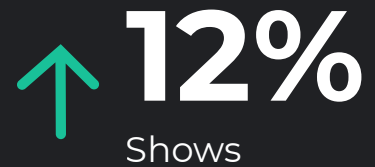
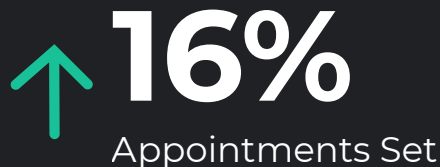
RESULTS

The Numbers (Jan–Mar 2025 vs. Jan–Mar 2026)

CORE PERFORMANCE GAINS



SUPPORTING FUNNEL GAINS



What These Numbers Actually Mean

This wasn't just more traffic.

That gap tells you everything. More of the leads they already had turned into real opportunities. And more of those opportunities turned into sold units.

That's what happens when:

- Every lead gets hit
- Every follow-up actually happens
- Nothing slips through the cracks

When timing stops working against you, your results change fast.

From a Good Team to Consistent Results

In his book, *Good to Great*, Jim Collins says,

“Greatness is not a function of circumstance. Greatness, it turns out, is largely a matter of conscious choice, and discipline.”

That exact mentality propelled Music City Autoplex into some of their most significant growth.

They didn’t need a bigger team or to change how they sell.

They needed to see what the store looks like when things were working consistently.



“

The difference is we finally saw what the store’s capable of when everything’s working the way it should. We were up 35% in opportunities and ended up selling 22% more units.”

— **John Hooper**, Owner, Music City Autoplex

Run Lean. Run Faster.

If your store already runs lean, that's your advantage. The next step isn't adding headcount.

It's making sure:

- Every up gets a response
- Every be-back gets followed up
- Every lead you paid for actually gets worked

More Coverage. Less Chaos.

When your process is consistent:

- Your team stays focused
- Your pipeline gets stronger
- Your results become more predictable

Quick Gut Check

Take a look at your store right now:

- Are your leads getting hit within minutes, every time?
- Is follow-up happening consistently across your team?
- Are old leads getting worked again, or sitting in the CRM?
- Do conversations stall when things get busy?

If the answer isn't "yes" across the board, you're leaving deals on the table.

You don't need a bigger team.

You need to make sure nothing gets missed.

See how **DriveCentric** helps you run a tighter, faster operation without adding headcount.

