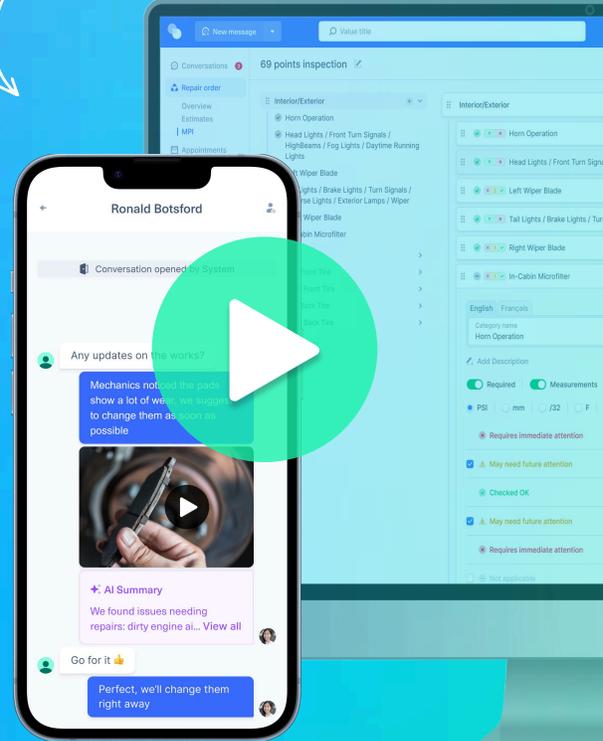kimoby | gm

See how it works
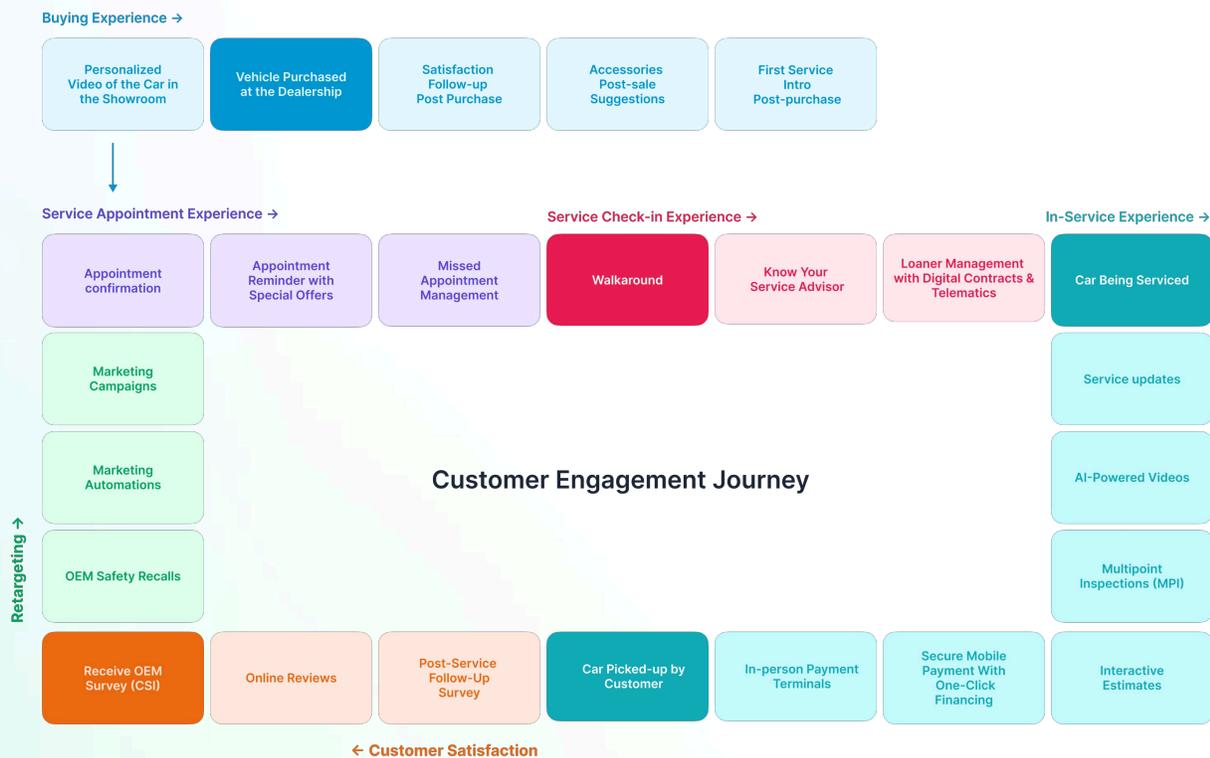
Run Your Service Lane from One Place

You're already doing too much with too many tools. Kimoby brings it all together with two-way texting, video-to-customer (V2C), digital multipoint inspections (MPI), and more in one automated platform. From the moment your customer receives a targeted campaign to come back in, up until the moment they're paying.

Book a demo

Ronald Botsford

Conversation opened by System

Any updates on the works?

Mechanics noticed the pads show a lot of wear, we suggest to change them as soon as possible

✦ AI Summary
We found issues needing repairs: dirty engine ai... View all

Go for it 👍

Perfect, we'll change them right away

Your DMS on one screen. Kimoby on another.

Here's how Kimoby handles every touchpoint with your customers, start to finish, so you're not constantly switching between different tools.

Buying Experience →

| Personalized Video of the Car in the Showroom | Vehicle Purchased at the Dealership | Satisfaction Follow-up Post Purchase | Accessories Post-sale Suggestions | First Service Intro Post-purchase |

Service Appointment Experience →   **Service Check-in Experience →**   **In-Service Experience →**

| Appointment confirmation | Appointment Reminder with Special Offers | Missed Appointment Management | Walkaround | Know Your Service Advisor | Loaner Management with Digital Contracts & Telematics | Car Being Serviced |

| Marketing Campaigns | | | | | | Service updates |

Retargeting →

| Marketing Automations | | Customer Engagement Journey | | | | AI-Powered Videos |

| OEM Safety Recalls | | | | | | Multipoint Inspections (MPI) |

| Receive OEM Survey (CSI) | Online Reviews | Post-Service Follow-Up Survey | Car Picked-up by Customer | In-person Payment Terminals | Secure Mobile Payment With One-Click Financing | Interactive Estimates |

← Customer Satisfaction

💬 Service Lane OS

Customer communication that wins approvals and grows your repair orders.

- ✓ Two-way texting with automated service messages
- ✓ Photo & video inspections with noise cancellation and transcripts
- ✓ Digital multipoint inspections (eMPI) with customer-facing reports
- ✓ Digital estimates with line-by-line customer approvals
- ✓ Mobile payment options including Affirm financing
- ✓ CSI surveys to increase your OEM scores

⚡ Marketing & Service Retention

Keep your bays full with automated offers, reminders, and targeted marketing outreach.

- ✓ Targeted mass marketing campaigns
- ✓ Matches VINs with customer info for quick & easy recall campaigns
- ✓ Customer self-service links to speed up check-ins

💲 In-Person Payments

Connect your payment terminals with your ROs to keep everything in sync.

- ✓ Real-time integration with your DMS for less paperwork and human errors
- ✓ A premium checkout experience customers want
- ✓ Available financing with Affirm

> "
> **Whenever we send a text that includes a video, we never receive less than a 9 out of 10 on the CSI score.**
>
> Brad Mund, Director of Fixed Operations
> **Wheaton Chevrolet**
>
> **WHEATON**

Pricing

Service Lane OS

Essential
Starting at **$665**/m*

CORE FEATURES

- Unlimited users
- Text messaging (SMS/MMS/RCS)
- Video-to-customer
- Mobile payment (Kimoby Pay)
- Affirm service financing
- Digital estimates
- Conversation collab screen
- Repair order hub

AUTOMATIONS

- Appt reminders & Missed appts
- Status updates & CSI follow-ups

INTEGRATIONS

- DMS integration (read-only)
- Hunter, Traxion, UVeye (Available)

Tier 1	$665/m
0–500 work orders (CP + W)/m	
10,000 segments	

Tier 2	$950/m
501–1,000 work orders (CP + W)/m	
20,000 segments	

Tier 3	$1,330/m
1,000+ work orders (CP + W)/m	
30,000 segments	

Pro
Starting at **$1,520**/m*

- **Everything in Essential**
- Enhanced digital estimates with OP codes
- Estimate builder integrated with MPI
- Digital multipoint inspection (MPI)
- Parts pricing integration

AUTOMATIONS

- Appt reminders & Missed appts
- Status updates & CSI follow-ups

INTEGRATIONS

- Integration (write-back available)
- Hunter, Traxion, UVeye (Available)

Tier 1	$1,520/m
0–500 work orders (CP + W)/m	
10,000 segments	

Tier 2	$1,900/m
501–1,000 work orders (CP + W)/m	
20,000 segments	

Tier 3	$2,375/m
1,000+ work orders (CP + W)/m	
30,000 segments	

Additional segments cost $0.03 each.

Applicable DMS fees.

Additional Add-ons

Marketing & Service Retention

285/m

CAMPAIGNS

- OEM safety recall campaigns (VIN matching)
- Service marketing campaigns
- Customer retention and follow-up
- Declined work outreach campaigns
- Tire season promotions
- Limited-time service offers
- And more

See Kimoby in Action

Book a demo and see why 90+ Canadian GM dealers trust Kimoby to run their service lanes.

Book a demo

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