

ACT CASE STUDY

TINNACITY

How ACT Achieved a Company-Wide Digital Transformation in Just 3 Weeks.

Atlantic Coast Toyota Lift (ACT) is a regional powerhouse with a 50-year history and eight locations, ACT provides comprehensive material handling solutions across the Southeast.



THE CHALLENGE:

AN "ANTIQUATED" BOTTLENECK

Before Tinnacity, ACT was weighed down by a mobile service platform described as "antiquated, poorly updated, and clumsy". This led to:



Connectivity Issues: Technicians struggled with a poorly updated, "clumsy" legacy platform that caused constant connectivity failures in the field.



Drained Productivity: These technical hurdles led to a surplus of internal IT tickets and wasted hours, turning workdays into a cycle of tech troubleshooting rather than service.



Onboarding Hurdles: Training a new technician on the old product was a multi-day ordeal.

THE SOLUTION:

A RAPID, INTUITIVE ROLLOUT

Despite the complexity of managing eight locations and various departments, ACT's transition to Tinnacity was remarkably fast.



21-Day Integration: While most software shifts take months, Tinnacity was rolled out company-wide in just **3 weeks** with limited to no IT issues.



Unified Communication: ACT consolidated fragmented tools like Microsoft Teams and phone calls into a single, intuitive medium.



Success Story: The Virginia branch, previously 100% paper-based, rapidly transitioned to become ACT's most proficient team on the platform.

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Locations: 8 across the Southeast
History: 50+ Years of expertise
Industry: Material Handling & Field Service



OPERATIONAL EXCELLENCE

Hours, Not Days: New technicians are now fully operational in a few hours, a drastic improvement from the previous multi-day training requirement.

Total Accountability: Management can now track work orders, parts, and quotes, showing precisely how long each takes to resolve, driving efficiency that rolls out to the customer

Superior Support: ACT rated Tinnacity's support a "10 out of 10 over and over," highlighting a "night and day" difference in response times compared to their previous provider.

IMPACT AT A GLANCE

Onboarding: Reduced from days to 2 hours

Implementation: Company-wide rollout in 21 days.

Support Rating:
A consistent 10/10 experience.

Visibility: 100% transparency on work order ownership.



Matt Pittroff

Director of Aftermarket Operations

"It's improved our techs communication, accountability, and just day-to-day operation. Tinnacity can make an integration happen and do it on the fly."



Ann Oslin

Corporate Service Manager

"You can actually see who's doing what, when, and how long it takes them to address it. The efficiency we gain internally eventually rolls out to our customers."

Ready to transform your service department? Visit [Tinnacity.com](https://tinnacity.com) today!