Helping dealers turn good operations into great ones

KPI Dealer Solutions brings dealership know-how to boost performance and drive adoption of tools and processes

Michael Giguère and Benoit Deguire, KPI Dealer Solutions

Roxane Filiatreault, KPI Dealer Solutions, and Julie Leblanc, owner of Hyundai Val-David

KPI Dealer Solutions' (KPIDS) mission is to help dealerships strengthen operations by working directly with managers and staff to close process and performance gaps, train people, and make full use of the systems already in place — or implement new technologies.

The company was founded just over three years ago by Co-Owners Benoit Deguire and Michael Giguère, both former dealership operators.

Since launch, KPIDS has supported more than 160 rooftops, primarily in Quebec with a growing footprint in Ontario and plans to expand nationally. Their work focuses heavily on fixed operations and accounting, though they also assist with sales-related issues when required.

A PRACTICAL APPROACH

KPIDS is not a long-term outsourcing model. Instead, the firm begins with a structured audit of operations, identifies performance gaps, and builds an action plan with dealership leaders.

Their consultants then go on site to implement the plan alongside managers and staff, whether retraining a new service manager, tightening accounting practices, or helping advisors adopt a DMS function that's been underused.

"Dealers don't need theory; they need experienced people to sit with their teams and make changes stick," said Deguire. "We're there to train, support, and raise performance, not to replace staff."

TRAINING AND ADOPTION

Much of KPIDS's work centres on execution and adoption. Consultants shadow staff in service, parts, or accounting, demonstrate best practices, and build workflows with the team. Improvements are measured against established benchmarks at three- and six-month intervals to ensure changes are lasting.

Giguère describes it as helping managers level up: "You might have someone who looks great on paper, but hasn't seen the full picture of process and systems. Our role is to close that gap so they can truly deliver at the level the dealer expects."

SUPPORTING TECHNOLOGY AND OEM PROGRAMS

KPIDS also helps dealerships implement technology and manage OEM-driven initiatives. Dealers often face new systems or program requirements but lack the time to configure, train, and roll them out effectively. KPI takes on that work so stores can see benefits faster.

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One current example is accounts payable automation with YOOZ, an AI-based system for invoice capture and coding. KPIDS manages the rollout, validates postings in the DMS, and trains staff to integrate the new workflow.

"OEMs keep introducing tools and customer-experience programs, but dealers are stretched thin," said Giguère. "We bridge the gap by handling the heavy lifting of implementation so stores can focus on their customers."

BUILDING CAPABILITY

As the company grows, KPIDS continues to emphasize its role as a hands-on partner that helps dealership teams get more from their people, processes, and systems. Its consultants bring daily dealership experience, and their collaborative approach aims to ensure that new managers and staff have the tools and training to succeed.

"At the end of the day, we help managers and teams perform at the level they want," said Deguire. "We make the technology work for them, and we make the results measurable."