

## **Stellar Customer Service and Profitable Results Aid in Recovery Company Growth**

### **Situation**

Based in Daytona Beach, Florida, Falcon International has been in the recovery business for nearly 60 years, servicing Florida, across the U.S. and the world. A family business, Falcon International is owned by Patrick Altes, President of the company. As a savvy business owner, Altes continually keeps an eye out for new business solutions and was looking for better opportunities for his clients when he learned about OPENLANE through an association email.

### **Solution**

Falcon International quickly joined OPENLANE after seeing the benefits of remarketing online.

“I’ve been to the auctions and seen dealers sabotaging cars and buying cars at discount,” Altes said. “OPENLANE provides better opportunities for clients. The cars are better represented in an online venue. The playing field is leveled, giving all cars better representation and a better chance of bringing in more money. There’s also a larger group of potential buyers.”

Falcon International’s first sale was a Jeep Liberty in Alaska, which exceeded the floor price by considerable amounts and made their client very happy. Also, the whole process was in Falcon International’s control while the vehicle never had to move from the high security repossession lot until it was sold, making the experience even better for everyone involved.

“We sought a way to more efficiently handle the sale for our clients, and the whole process is very easy,” said Altes. “All we do is push a button on RDN and an inspector comes out.”

### **Results**

Since working with OPENLANE, Falcon International has seen an increase in revenue and has also praised OPENLANE’s customer service, who went as far as helping the company create OPENLANE marketing material geared towards their clients, as part of their great experience.

“The support team has been super helpful and have gone out of their way to help us succeed,” Altes said. “OPENLANE is fully committed to making sure repossession agents who recover and store the vehicle are compensated. This is key to a mutually beneficial and successful relationship.”

Altes has begun to see the beneficial results of using OPENLANE and recommends business owners try it out, even if they have hesitations.

“It’s worth a try. It’s less labor intensive than agents think it is. It’s an additional service with a more comprehensive package to offer clients. There’s nothing to lose.”

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