



## **INFRASTRUCTURE MAINTENANCE**

Technology Management  
for  
Automotive Dealership



Technology plays a critical role in quality customer service and business management. Secure and efficient access to Dealer Management Systems is critical for car dealership business operations. Addressing your infrastructure, support, maintenance strategy, and security can improve business operations for years to come and help you avoid catastrophic data loss or corruption.

## Car Dealerships

2 different businesses, each with multiple locations, depend on reliable, constant availability of their proprietary, secure data.

All automotive dealerships utilize a Dealer Management System (DMS) that hosts private client information and manages inventory. Dealerships use their DMS to create financing documents, pull credit, manage service requests, and more.

### Overview

If a dealership's DMS fails, or does not work reliably and consistently, it will freeze the dealership's systems costing thousands of dollars per hour. These downtime events severely damage their reputation and reviews, two things important to differentiate themselves from the competition.

Proper maintenance and infrastructure updates are required to keep these systems operational and reliable, ensuring business continuity as well as protecting valuable data.

### About Us

We care about our customers and we make your business our business. As the leading provider of I.T. services in Bellevue and Seattle, we focus on making I.T. simple, not scary. We provide friendly, hands-on support 24/7.

# CASE STUDY

## Challenges for Client A

ACS is the primary DMS for client A. This DMS provides automated scheduling, Excel finance reporting, and more. These DMS systems provide inventory management systems that the dealership needs to properly calculate costs. They needed an IT team make that system as reliable and consistent as possible.

## Our Solution for Client A

Attentus' managed services program provides proactive maintenance and support services that keep their systems active and efficient.

Our team makes sure every new hire is equipped with a powerful enough computer to properly run their DMS software.

We keep everything up-to-date and supported on an on-going basis, including redundancy in the event of downtime.

## Challenges for Client B

Client B utilized ACS. The dealership wanted to change over to a different DMS, and required an IT team to support and maintain their systems afterward.

## Our Solution for Client B

Attentus transitioned them to PBS Systems as their DMS software, which includes a fully integrated CRM, sales modules, and accounting software.

We then implemented our managed services program. This provides the proactive maintenance and support services needed to keep their systems active 100% of the time.

Like we do for client A, our team makes sure every new hire is equipped with a powerful enough computer to properly run their DMS software.

We verified their network connections (wired or wireless) to make sure things would remain consistent.

We keep everything up-to-date and supported on an on-going basis, including redundancy in the event of downtime.

## The Results

Both clients have a stable system to manage inventory, service requests, and finance cars for their customers, providing exemplary customer service. They don't have to track and schedule updates and maintenance because we do that for them.

## Partner With Us Today

[www.Attentus.Tech](http://www.Attentus.Tech)

**253.218.6015**



1201 Monster Road SW, Suite 430  
Renton, WA 98057