

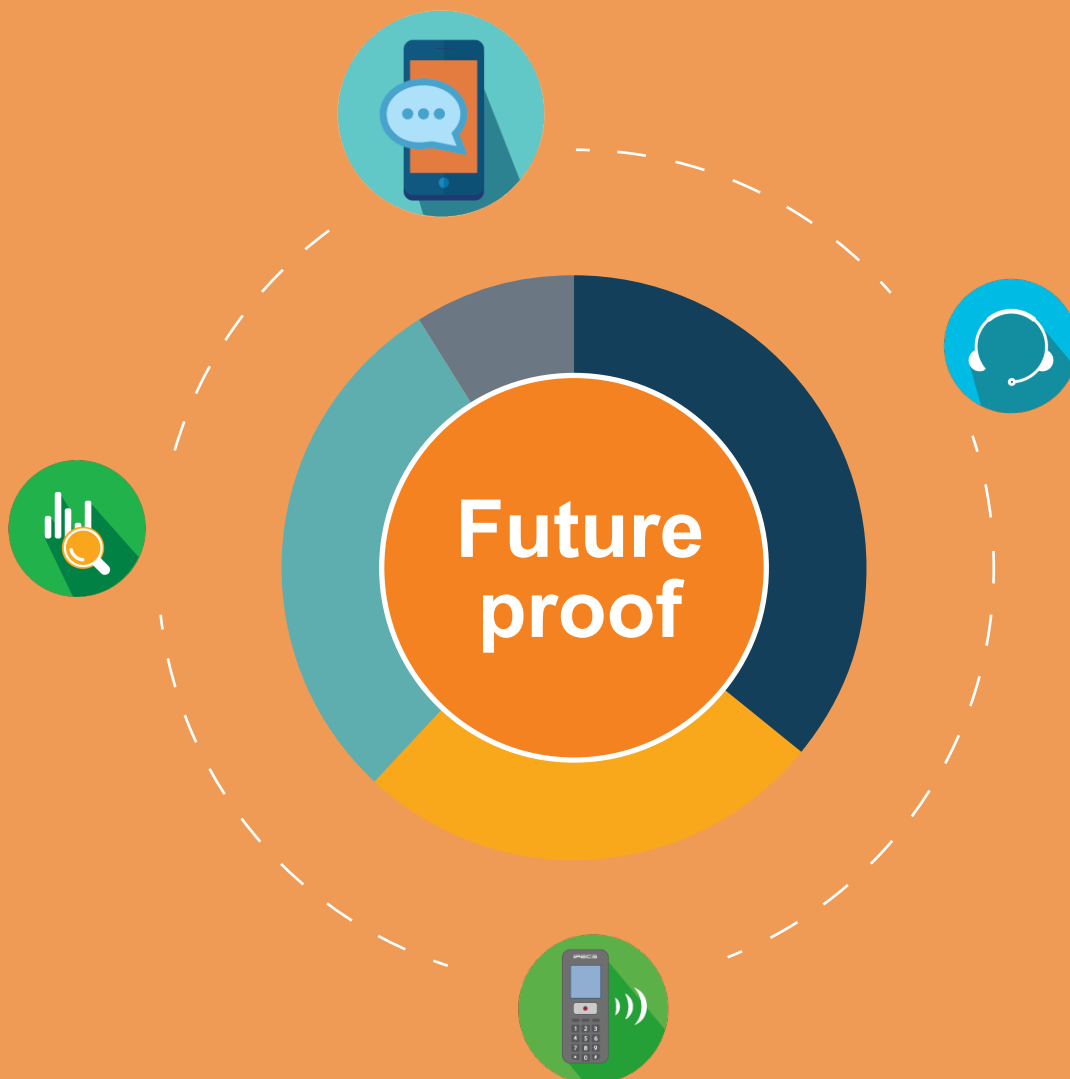
UP

CASE STUDY

Automotive

“iPECS has played an important role in supporting the growth of the business and making sure we have the right technology in place for the future.”

Motorline Group



CASE STUDY



The Customer

Motorline are one of the largest motor groups in South East England. They operate more than 30 dealerships representing 10 car brands including Toyota and Lexus. Established in 1972, they now employ over 800 employees and continue to grow.

The Challenge

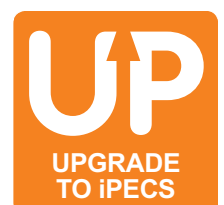
- Required a communications system that would support their growth while keeping the customer at the heart of their business.
- Standardise to a single and reliable communications platform across all their sites.
- Seamlessly handle calls both locally and in their central service centre.
- With many buildings spread across multiple sites, they also needed a product with distributed architecture.
- Driving cost efficiency was another key factor to allow them to continue to grow.

The Solution

- Basic level handset for those with a low call volume, i.e. car service area
- Simple to use IP handsets throughout the site
- Connectivity for chip and pin machines
- iPECS UCS smartphone application enabling remote workers to use their phone as if they are in the office
- UCS desktop software enabling the desktop to act as a telephone keypad
- Call routing, to get customers to the right department quickly and efficient allocation of queued calls

The Benefits

- Distributed architecture, with all branches connected through a central system, delivering a future-proof solution, easily expandable as the company grows
- iPECS UCS mobile application significantly decreased call costs with all calls connected to the solution whether in the office or working remotely
- Increase in customer satisfaction with calls quickly directed to the best skilled person
- UCS desktop software has encouraged a new way of working from making calls with one click, to cost effective conferencing between branches and instant messages between staff



**Contact us today for more information on
how we can help your business.**

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