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## **NORTHEAST INFORMATION SYSTEMS HELPS ACCELERATE THE REBIRTH OF THE AUTOMOTIVE INDUSTRY**

### *Automotive Dealers Creating Competitive Advantages with New Technology*

ALBANY, NY — October 29, 2013 — Northeast Information Systems, an industry leader in unified communications, announced today that the company has launched a program that is accelerating the growth of the automotive industry. The momentum in the financial markets has brought a few industries back to pre-recession levels, and with this recovery many automotive dealers are seeing the opportunity to secure a foothold in the marketplace. Northeast Information Systems has developed a unique program that is changing the way in which automotive dealers operate, increase employee productivity and bolster customer service.

The ultimate objectives of automotive dealerships are to deliver exceptional customer service and a great buying experience. Ultimately, the automotive dealer is fueled by the people who are running it and the technology supporting those key employees. Until recently, technology has played a minor role, but new functionality has changed the ways that customers interact with dealerships.

Northeast Information Systems has identified several technologies that make employees more

productive and streamline operations. One example is the functionality offered by Automatic Call Distribution (ACD). ACD phone systems distribute incoming calls to a specific group of terminals that agents, salespeople, customer service, parts departments or administrative staff use. Routing incoming calls is the task of the ACD system. ACD systems are often found in offices that handle large volumes of incoming phone calls from callers who have a specific need (e.g., customer service representatives) at the earliest opportunity. This significantly reduces the amount of time that a customer has to wait on-hold. Customers can connect with employees faster which drives customer service and satisfaction for all parties involved.

Another example is the functionality offered by the ever popular; “Find Me, Follow Me” feature. “Find Me” refers to the ability to receive incoming calls at any location. “Follow Me” refers to the ability to receive calls at any number of designated phones, whether ringing all at once, or in sequence. An example of this in action is when salespeople are walking around the lot showing cars to prospective buyers and suddenly a customer calls their desk phone. Historically, a salesperson would miss all of these calls and just return them whenever

they walk back inside and sit down at their desk. Today’s technology enables them to have that same call ring both their desk phone and their cell phone, at the exact same time. This means no more missed calls and voicemails to return at the end of the day. Salespeople no longer have to waste time playing “phone tag” and can spend more time selling cars and increasing revenue.

Northeast Information Systems is a very experienced organization and has deployed and installed unified communications systems of all types over the past several years to various industries. There is a plethora of technology available, ranging from SIP, disaster recovery, cloud computing and more, but Northeast Information Systems is particularly skilled at finding technology that satisfies the needs of their customers. In fact, their success as a company is due largely to their ability to leverage technology to create competitive advantages for their customers.

Dealerships are in an extremely competitive marketplace and finding ways to streamline operations, keep the customer connected to salespeople and increase customer service levels are of the utmost importance to success. By working with a provider like Northeast Information Systems, dealerships can increase their productivity and give

themselves a unique competitive advantage.

### **ABOUT NORTHEAST INFORMATION SYSTEMS**

For over 40 years and 3,000 customers, Northeast Information Systems has been the right choice for business telecommunications solutions in NY's Tech Valley. The company's primary focus is to leverage advanced communications

technologies to improve our customer's business processes resulting in greater profitability and increased customer satisfaction. Northeast Information Systems employs leading edge products from tier one manufacturers to design cost effective solutions backed by Factory Certified technical support.

The company's local dispatch center delivers round the clock service to ensure system reliability

with guaranteed emergency service response within 2 hours. Northeast Information Systems does business throughout New York, New England and nationwide via our network of authorized distributors.

For more information on Northeast Information Systems, call (800) 642-3147 or visit [www.nistel.com](http://www.nistel.com).