

# McElveen

## Auto Dealership: Implementing a Comprehensive IT Solution for Proactive Systems Management



### RESULTS

Tailored IT support model that meets McElveen’s unique technical needs and budget

24/7 monitoring and helpdesk with proactive onsite support as needed

Cost effective email solution that delivers reliability and flexibility

Backup solution that allows for quick recovery

“With Immedion, we have peace of mind,” said Natalie Hutt, McElveen’s Executive Assistant. “We know our data is backed up, and we can function day-to-day without worrying.”

“Many vehicle dealerships are in the same boat we were in before moving to a reliable MSP like Immedion. They don’t stop and think about what would happen tomorrow if they were to lose their data. It would be devastating to any business.”

### THE CLIENT

McElveen Automotive is a family owned and operated auto dealership serving the Charleston area. In business for over 45 years, the dealership is comprised of four locations and offers a friendly family atmosphere to its customers.

### CHALLENGE

McElveen’s paperless car buying process relies on reliable, secure and high performing technology to ensure a good experience for their customers. From inventory management to financing and payment processing, McElveen would not be able to function without access to their systems. After experiencing inconsistent email and system connectivity issues that impacted service to customers, they decided to search for a provider who could deliver a reliable, full-service IT solution that could handle the technology demands of their fast-growing business.

### SOLUTION

McElveen chose Immedion because they could deliver proactive systems management while other providers could not. Immedion worked with the dealership to assess their challenges and fully understand their operations. With this knowledge, the Immedion team laid out a plan that met their unique technical needs and provided a tailored IT support model bundling remote monitoring, helpdesk services and onsite support to align with McElveen’s budget. The solution includes 24x7 monitoring, maintenance and helpdesk support of their desktops, servers and network infrastructure. Immedion also assists with IT strategy and implementation for McElveen’s new locations.

For a more reliable email solution, McElveen’s email was moved to Immedion’s hosted exchange environment which saved on hardware and licensing costs and provided more flexibility and functionality. Immedion also resolved their underperforming wireless network and created a powerful guest Wi-Fi network for customers to enjoy. Finally, Immedion’s backup solution ensures the dealership’s critical customer and financial data is safe and allows for quick recovery in the event of a disaster or hardware failure.

### RESULTS

After making the switch to Immedion, McElveen’s call volume for email and server related issues was reduced from 15 calls per day to none. Immedion’s managed IT solution alleviated the need for McElveen to hire additional headcount to handle their ongoing technical issues. Since enhancing the overall end-user experience, employee productivity has also increased.